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## **Influence of Computer-Based Facilities and Entrepreneurship Training on Job Productivity among Tertiary Institution Secretarial Staff in Ogun State, Nigeria**

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### **Abstract**

*The study examined the influence of computer-based facilities and entrepreneurship on job productivity of secretarial staff. Three hypotheses were tested for the study. A descriptive survey design was used. The population of the study covered 225 secretaries in Tai Solarin Federal University of Education, Ijagun, Olabisi Onabanjo University, Ago-Iwoye and Tai Solarin College of Education (TASCE), Omu-Ijebu, Ogun State respectively. Since population of the study is not large, therefore, there was no need for sampling. Researcher's developed instrument; tagged: 'Computer-Based Facilities, Entrepreneurship and Secretarial Staff Job Productivity Questionnaire (CBFESSJQ)' with reliability coefficient ( $r = .88$ ) was used for data collection. Regression analysis was used to test all the hypotheses. The findings revealed that there was positive influence of computer-based facilities ( $\beta = .220, t = 3.362, p < .05$ ) and entrepreneurship (entrepreneurial mindset) ( $\beta = .207, t = 3.152, p < .05$ ) on secretaries' job productivity in tertiary institutions in Ogun State. It was also indicated that there was a significant combined influence of explanatory variables on secretaries' job productivity in Ogun State  $R^2 = 0.445, P < .05$  and that about 19% of the variance in secretaries' job productivity were accounted for by the linear combination of the explanatory variables. The study recommended that the necessary office technology equipment should be provided in every organization and training and retraining programme should be organized for secretaries in every organization for occupational relevance. There is urgent need for secretaries to be equip with entrepreneurial mindset.*

**Keywords:** Computer-Based Facilities, Entrepreneurship, Job Productivity, Secretarial Staff.

### **Introduction**

In many organization, secretarial staff represent categories of employees that are germane towards goal attainment of the system. Secretarial staff perform administrative and clerical support to ensure an organization's smooth operation. Their duties often include managing schedules, handling correspondence, preparing documents, maintaining filing systems, and serving as the first point of contact for visitors and callers. They use skills in organization, communication, and time management to support executives and colleagues. The productivity of secretarial staff drives vision of the organisation and that secretarial staff productivity is the measure of their efficiency and output in performing administrative, organizational, and support tasks. Modern secretaries, also known as administrative or executive assistants, are integral to a company's success by ensuring smooth operations, freeing up executives' time, and acting as a central hub for communication. Akintunde (2023) mentioned that factors such as availability of modern facilities, training, promotion as well as entrepreneurship training were among determinants that drives secretarial staff job productivity; while Adebayo and Akinyele (2022) said increment in staff productivity in this modern era is influence



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by many factors such as availability and utilization of modern facilities. Most recently, businesses or organization have developed word processing centres and relied on personal computers and even electronic mail in an effort to lessen the need for secretarial support and make the employee-secretary very productive (Akpomi & Ordu, 2019). As a result of changes in technology, the role of secretarial staff in organization particularly tertiary institutions has changed tremendously from that of typewriting and shorthand dictation, answering of telephone calls and processing of mails. Today's secretaries are exposed to office technology including the internet that makes work much easier and knowledge more accessible (Edwin, 2023). It is now easier to send messages by telex, electronic mails (e-mails), fax and telephones. Other office gadgets available to the secretary are photocopy machines, duplicating machines, dictating machines, printers, among others. This is the era of computers and information technology which has become an enabler of greater convenience (Safarudin et al., 2020).

Furthermore, computer-based facilities includes computer software programme, word processing, help the user to write and edit memos, letters and reports, data management programmes or databases, help the user-secretary to use long lists of data and spreadsheet programmes, handle tables and numbers, secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services globally (Akpomi & Ordu, 2019). Also, there are wide ranges of office computer-based facilities which now enable secretaries to improve their performances. Such new facilities take the form of electronic typewriters that have replaced the manual ones. Word processors with multi-purpose facilities, computers and other sophisticated office machines and equipment are now provided by employers. Also, some of the physical computer-based facilities used by secretaries include computer communication equipment and electronic pocket organizers. New technological facilities that have altered the procedures and technique for office functions include the computers, electronic mail/commerce, voice mail, and the Internet (Edwin, 2023).

According to Chukwumezie (2022), computer-based facilities are physical spaces or assets that use computer technology, such as data centers with servers and networking equipment, and systems that rely on computers for management and operations. A common example is [Computer-Aided Facility Management \(CAFM\)](#) software, which uses IT to help manage physical buildings and assets by streamlining tasks like space planning, maintenance scheduling, and energy monitoring. This technology allows for more efficient, data-driven, and cost-effective operations by integrating software solutions with physical infrastructure. Duniya (2021) said computer-based facilities offer secretarial staff significant benefits, including improved efficiency, enhanced communication, and higher-quality output. By automating repetitive tasks, computer facilities enable secretaries to take on more complex, administrative duties, increasing their value to the organization. Computer-based facilities streamline daily tasks, allowing secretaries to complete work more quickly and with fewer errors. Word processing software eliminates the need for manual retyping, while automated tools handle routine tasks like report generation and data entry. Computer-aided systems can automate the processing, storage, and distribution of information, allowing for a smoother and faster workflow. By using digital tools, secretarial staff can deliver services and documents more quickly, greatly increasing turnaround times. Another factor predicting secretarial job productivity is what Mumuni and Hawa, (2024) called entrepreneurship through entrepreneurial-mindset. An entrepreneurial mindset can influence secretarial staff productivity by transforming their approach to work, enabling them to become more proactive, resourceful, and innovative. By adopting key entrepreneurial traits, a secretary can move beyond traditional administrative tasks to become a more strategic and efficient



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contributor to the office. Instead of waiting for instructions, a secretary (secretarial job productivity) with an entrepreneurial mindset anticipates the needs of their manager and the organization. This proactive approach allows them to address potential issues before they arise and take the initiative to streamline workflows, boosting efficiency for everyone. Davies (2023) secretaries with an entrepreneurial spirit look for better, smarter, and faster ways to get work done. They may suggest and implement new technologies or processes, improving overall office operations and showing they are valuable, resourceful professionals. An entrepreneur's success relies on efficient use of time and resources, skills that are directly applicable to a secretarial role. This mindset helps a secretary prioritize tasks effectively, minimize distractions, and manage multiple projects at once to meet deadlines and optimize their output.

Furthermore, as stated by Nonye (2023), entrepreneurship emphasizes the importance of building strong relationships with clients, suppliers, and partners. For a secretary, this translates to developing exceptional communication skills and a robust network within and outside the company. This enables them to find needed resources, facilitate smoother interactions, and represent the organization professionally. While a secretary is not expected to take the financial risks of an entrepreneur, an entrepreneurial mindset encourages the professional to take calculated risks to improve processes. This might involve adopting a new, unproven software program or suggesting a change in office procedure that, if successful, could save significant time or money. An entrepreneurial employee feels a sense of ownership over their work and the organization's success. This increased accountability means a secretary is more likely to go the extra mile, ensuring the quality of their work and taking responsibility for the outcome. This level of commitment directly enhances overall office productivity. Ntukidem (2020) opined that as modern tools enhanced secretaries job productivity likewise a secretarial professional with a growth mindset will seek out training opportunities to acquire new skills, such as mastering new software or staying current on industry trends. This willingness to learn and adapt ensures they remain a valuable asset to the office. However, the theoretical framework for this study relied on Technology Acceptance Model (TAM) which was developed by Davis, Bagozzi and Warsaw (1989) as an information systems theory. The model is based on how users come to accept and use technology in terms of facilities. The theory was adopted from the Theory of Reason Action (TRA) which was developed by Ajzen & Fishbein (1980). TRA was designed to explain virtually any human behaviour and it consists of two factors that affect human skills. TAM models suggest that when users are faced with new technological challenges due to innovation in computer-based facilities. By assuming other variables are constant, the easier the technology to be used, the higher and its possibility to be adopted by users. The characteristics of secretaries' user are grouped within the individual context; the technological context refers to the characteristics of the technology itself; while the implementation context refers to the specific professional environment of the user. Davies (2009) believed that using particular computer facilities will enhance job performances and productivity. It is also indicating general determinants of secretary acceptance of innovation in computer-based facilities and can be applied to explain or predict secretary behaviours across a broad range of user computing technology.

The relevance of this theory to the current study was that the Technology Acceptance Model (TAM) provides a framework for understanding how secretarial staff adopt and use new office technologies, which directly affects their productivity. The model posits that two main factors, perceived usefulness and perceived ease of use, influence a person's intention to use a technology and their ultimate adoption of it. Perceived usefulness (PU) is the degree to which a user believes that a particular



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technology will enhance their job performance. For secretarial staff, the perceived usefulness of new software or office equipment is crucial for boosting productivity. If secretaries perceive new technology, such as automated scheduling software or a document management system, as useful, they will use it. This adoption can streamline administrative tasks, reduce processing times, and minimize human error, leading to higher efficiency. A perception that technology can automate routine tasks like data entry or filing increases the likelihood that secretarial staff will embrace it. This allows them to focus on more complex, strategic responsibilities, thereby enhancing their overall contribution. When secretaries believe, new technology can help produce better quality work—for example, by using advanced software for presentations or detailed reports—they are more likely to integrate it into their workflow. Perceived ease of use (PEOU) is the degree to which a user believes that using a particular system will be free of effort. For secretarial staff, a low barrier to use encourages adoption and increases productivity. Secretaries are more likely to adopt and consistently use a new system if its interface is intuitive and requires minimal learning effort. If a new system is difficult to master, it can hinder productivity rather than help it.

### **Statement of the Problem**

Many changes and reforms in office automation are increasing on daily basis and this is making the work of secretaries more challenging. In recent times, there has been tremendous technological advancement in computer-based facilities in the world of information and communication technology that has thrown challenges to practicing secretaries in tertiary institutions. In the face of this technological advancement in computer-based facilities, the old tools and techniques which comprised manual typewriters, stencil duplicators and stencil cutting machine, used by secretaries have become obsolete, for the modern secretarial functions. One of the main issues is how to keep in pace with the changes and a lack of an entrepreneurial mindset hurt a secretary's job productivity by fostering a reactive instead of a proactive approach. This leads to missed opportunities for efficiency and innovation, poor problem-solving, and a failure to anticipate needs. The entrepreneurial mindset, conversely, equips administrative professionals with traits like initiative, adaptability, and creativity, which are critical for excellence in a modern office. The researcher by experience and observation found that many of the secretaries in tertiary institutions seem to find it difficult to confidently operate the computer and other computer-based facilities and resources. Consequently, some secretaries are faced with the problems of acquiring additional and relevant skills which entails huge sums of money and time, the opportunity to be retrained and ability to adapt to these changes in technology is the hallmark of a modern successful secretary and it is on this note that this study sought to examine the influence of computer-based facilities and entrepreneurship on job productivity of secretarial staff.

### **Objectives of the Study**

The main objective of the study was to examine the influence of computer-based facilities and entrepreneurship on job productivity of secretarial staff. Specifically, the study sought to examine:

1. Influence of computer-based facilities on secretaries' job productivity in Ogun State;
2. Influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State;
3. The combined influence of explanatory variables on secretaries' job productivity in Ogun State.

### **Hypotheses**

**H<sub>01</sub>:** There is no significant influence of computer-based facilities on secretaries' job productivity in Ogun State.



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**Ho<sub>2</sub>:** There is no significant influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State.

**Ho<sub>3</sub>:** There is no significant combined influence of explanatory variables on secretaries' job productivity in Ogun State.

### Methodology

This study adopted descriptive survey design. The population of the study covered all the secretaries in Tai Solarin Federal University of Education, Ijagun, Olabisi Onabanjo University, Ago-Iwoye and Tai Solarin College of Education (TASCE), Omu-Ijebu, Ogun State respectively. Thus, TASUED has 57 secretaries (in which 16 are confidential secretaries, 16 are typist and 25 are computer operator); OOU has 154 secretaries (in which 23 are secretaries, 117 are secretaries' assistants and 14 are computer operator) while TASCE has 14 secretaries (in which 7 are confidential secretaries and also the remaining 7 are secretaries assistants) which makes the total population of the study to be 225 secretaries. Since population of the study is not large, therefore, there was no need for sampling. The study used researcher's developed instrument; tagged: 'Computer-Based Facilities, Entrepreneurship and Secretarial Staff Job Productivity Questionnaire (CBFESSJQ)'. The instrument requested responses on a four (4) – point Likert Scale format; such as Strongly Agreed (SA), Agree (A), Disagree (D) and Strongly Disagree (SD). The initial drafts of the instrument were subjected to face validity by three experts from Business Education Department of the same institution. Each of the experts was served with the instrument and requested to rework, delete or add items as they consider appropriate. In order to ensure the reliability of the instrument, a test-retest study was carried out. The instruments were administered twice within two weeks interval among 15 secretaries different from the study area. Thus, the test-retest reliability method was used to determine the reliability coefficient. The data that generated was correlated using Pearson Product Moment Correlation. The outcomes for reliability coefficient was reported as ( $r = .88$ ). The respondents (secretaries) were briefed on the purpose of the study and clarifications were made on the importance of the study. The researcher ensures that the questionnaire was filled correctly as the respondents were assured of the confidentiality of their responses through the use of three research assistants. Regression analysis was used to test all the hypotheses. For regression analysis, when  $p_{value}$  is less than significance level ( $p < .05$ ), the null hypotheses are rejected, otherwise, accepted.

### Presentation of Results

**Ho<sub>1</sub>:** There is no significant influence of computer-based facilities on secretaries' job productivity in Ogun State.

**Table 1: Influence of computer-based facilities on secretaries' job productivity in Ogun State**

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
(Constant)	18.401	1.890		9.733	.000
1 Computer-based facilities	.162	.048	.220	3.362	.001

a. Dependent Variable: Secretaries' job productivity

The first important thing to note in table 1 was that the sign of the coefficient of computer-based facilities is positive. This implied that secretaries' productivity increase with increase in computer-based facilities. Thus, null hypothesis was rejected and concluded that there was a positive significant influence of computer-based facilities on secretaries' job productivity in Ogun State ( $\beta = .220$ ,  $t = 3.362$ ,  $p < .05$ ).



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**Ho<sub>2</sub>:** There is no significant influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State.

**Table 2: Influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.466	1.367		14.974	.000
	Entrepreneurial mindset	.134	.043	.207	3.152	.002

a. Dependent Variable: Secretaries' job productivity

The first important thing to note in table 2 is that the sign of the coefficient of entrepreneurial mindset is positive. This implied that secretaries job productivity increase with increase in entrepreneurial mindset. Thus, null hypothesis was rejected and concluded that there was a positive significant influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State ( $\beta = .207$ ,  $t = 3.152$ ,  $p < .05$ ).

**Ho<sub>3</sub>:** There is no significant combined influence of explanatory variables on secretaries' job productivity in Ogun State.

**Table 3: Combined influence of explanatory variables on secretaries' job productivity in Ogun State**

Source of Variation	SS	Df	MS	F-ratio	P
Regression	676.037	2	225.346		
Residual	2739.412	221	12.396	18.180	.000 <sup>b</sup>
Total	3415.449	224			

Dependent variable: Secretaries' job productivity

Table 3 showed that there was a significant combined influence of explanatory variables on secretaries' job productivity in Ogun State  $R^2 = 0.445$ ,  $P < .05$  which implied rejection of null hypothesis. The table further revealed {18.7% (Adj.  $R^2 = 0.187$ )} that about 19% of the variance in secretaries' job productivity were accounted for by the linear combination of the explanatory variables. The ANOVA results from the regression analysis showed that there was significant of the influence of independent variables on the dependent variables;  $F(2, 221) = 18.180$ ,  $P < .05$ .

### Discussion of Findings

The finding of this study revealed that there was a positive significant influence of computer-based facilities on secretaries' job productivity in Ogun State. That is, secretaries productivity increase with increase in computer-based facilities. These finding correlates with Safarudin et al. (2020) who examined result revealed that computer-based facilities have significant effect on job productivity, behaviour and performance of secretaries. Mumuni and Hawa (2024) who examined the effects of modern office technology on the performance of office secretaries in the Upper West Region of Ghana. Their findings of the study revealed that knowledge on use of office equipment contributed positively to productivity. This is reinforced by the percentages, mean and standard deviations. It was also established that office gadgets availability had no relationship with its knowledge. The percentages, means and standard deviations also reinforce this claim.

The study findings revealed that there was a positive significant influence of entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in Ogun State. These findings were in



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tandem with Nonye (2023) who found that entrepreneurship emphasizes the importance of building strong relationships with clients, suppliers, and partners, that a secretary translates to developing exceptional communication skills and a robust network within and outside the company. This enables them to find needed resources, facilitate smoother interactions, and represent the organization professionally. Mumuni and Hawa, (2024) concluded that entrepreneurial mindset influences secretarial staff productivity by transforming their approach to work, enabling them to become more proactive, resourceful, and innovative.

Finally, computer-based facilities and entrepreneurship jointly influence secretarial staff job productivity and the findings were in consonant with Akpomi and Ordu (2019) who found that computer-based facilities includes computer software programme, word processing, help the user to write and edit memos, letters and reports, data management programmes or databases, help the user-secretary to use long lists of data and spreadsheet programmes, handle tables and numbers, secretaries now have many technologically advanced office gadgets to ease their jobs and enhance proficiency and productivity leading to improved access to goods and services globally as well as Nonye (2023) who found that entrepreneurship emphasizes the importance of building strong relationships with clients, suppliers, and partners for secretaries for job productivity.

## Conclusion

Having examined the influence of computer-based facilities and entrepreneurship on job productivity of secretarial staff, based on the findings, the following conclusions were made that there was positive influence of computer-based facilities, entrepreneurship (entrepreneurial mindset) on secretaries' job productivity in tertiary institutions as well as the combined influence of explanatory variables on secretaries' job productivity in Ogun State.

## Recommendations

In line with the findings of the study, the following recommendations are provided:

1. The study recommends that training in the use of modern office equipment be intensified to increase the knowledge level of secretaries and subsequently their productivity.
2. It is recommended that the necessary office technology equipment should be provided in every organization and training and retraining programme should be organized for secretaries in every organization for occupational relevance.
3. It is recommended that institution of higher learning should endeavour to send secretaries to more computer technology/application workshops to update their knowledge and skills to make them relevant and IT compliant.
4. Modern office technological gadgets should be procured and made available for use by secretaries to enable them increase their productivity and move with innovation and trends in the global world.
5. There is urgent need for secretaries to be equip with entrepreneurial mindset.

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