Information and Communication Technology Facilities' Utilization and Job Performance of Secretaries in Public and Private Universities in Ogun State

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Abstract: *This study investigated the influence of information and communication technology (ICT) facilities utilization on job performance among secretaries in public and private Universities in Ogun State. A structured questionnaire designed by the researchers was administered on a selected sample for this study. The sample constituted 300 secretaries and their superior officers (300) in both public and private Universities respectively. The findings of the study revealed that there was a consequential impact of ICT facilities utilization on secretaries' job performance. The result showed significant relationship between job performance and utilization of ICT facilities, also between secretaries job performance in public and private Universities. However, no significant difference was observed between female and male secretaries in the utilization of ICT facilities. Based on these findings, strategies for utilizing ICT facilities that can influence the job performance of secretaries in Public and Private Universities were recommended.*

Keywords: *Information and Communication Technology, ICT Facilities' Utilization, Job Performance, Secretaries, Public and Private Universities.*

1. INTRODUCTION

We are in the world of information and Communication technology (ICT) and it has greatly affected the existence of man on earth. Kombol (2006) asserted that the magical changes are quite glaring in every facet of our lives and touch the simplest of domestic services to corporate and limitless industrial applications. Information and Communication Technology is seen as a social leveler, which ranks second to death. It razes cultural barriers, overwhelm economic inequalities, and even compensate for intellectual disparities. High technology can put unequal footing and that make it the most potent democratizing tool ever devised. It then implies that those who do not bother about ICT do not bother about the future; and the future is where we are going to spend the rest of our lives. Hardly can anyone identify an aspect of life that has not experience the impact of ICT.

Information and Communication Technology are simply communication gadgets, equipment or facilities which improve and enhance the manner in which message is shared, relayed, disseminated, preserved and recalled for meaningful communication purposes (Kombol, 2006). In the 1990s, the advancement in technology made possible many innovations in the computer software, hardware and telecommunications technologies; the world has attained the level of a global village predicted by Marshal Mchluhan in the mid 1960s. This integration gave rise to a new distinct technologies, revolutionizes ways of administration, and advantages in administration include phenomenal growth of information, new ways of conducting businesses by capturing data more easily from the field. (Chineye, 2006).

Information and Communication Technology (ICT) have predicated a revolution in the education industry with emphasis on improved methods and efficiency. Message transmission is no longer a tedious process, but it sped up consideration for the exigencies of time and space. In most cases, electronic mail has replaced letters in the post (snail mail), faxes have outmoded telegrams, computers are more efficient than typewriters and the traditional darkroom has been overtaken by digital photography; saving cost and hours. On the whole, ICTs are based on satellite connections as opposed to world "stranded in wires"; texts, voice or pictures are sent over a large distance in seconds (Kombol 2006).

The emergence of ICT which bring about modern office equipment has transformed not only the management functions but also imparted the secretarial duties. It has increased secretarial efficiency and has made accessibility of information easy for decision making. It has made today's office look more sophisticated and more interesting place of work. But it is sad to note that some secretaries still find themselves using the conventional method of carrying out their duties. This might not be far fetched from the stereotypical attitude of the secretaries, non-availability of ICT facilities; ill-competence of using the facilities among others.

The relevance of job performance is very crucial to the long-term growth of any occupational system around the world. It probably ranks alongside professional knowledge and skills, center competencies, educational resources as well as strategies, in genuinely determining career success. Performance is the ability to carry out a responsibility in accordance with laid rules. The rate and degree of performance is determined through evaluation which is the systematic way of estimating the worth, quality, importance and relevance of a program with a view to rating, correcting, improving or changing the system or program. It is frequently expressed that job performance is a function of ability and technology. Performance can be regarded as almost any behavior, which is directed toward task or goal accomplishment. The importance of technology, its impact on employee performance and motivation, are recognized by many human resource practitioners and organizations today (Fagbamiye, 2000).

Employees in both business and non-business organization are usually assigned jobs to do or tasks to perform. This could be on daily or weekly basis. And at the end of a particular period, which could extend to biannual or annual such employees are appraised to ascertain their performance level. Promotions and other benefits are often based on the performance level. So, employees who are found to have performed well will be rewarded accordingly while those whose performances fall below expectation will be encouraged to buckle up. This is done because the organizational performance and growth depends upon its employee performance.

Performance is results measurement. The only true measure of an employee's effectiveness on the job is job performance. Therefore, any measure of an organization's effectiveness must attempt to relate its actual performance to the standard set since every organization has a goal or goals. How then is performance measured? It can be measured by comparing actual production with target production figure (in the products) and if the job performance cannot be measured in units, job performance can be measured through the records of job accomplishments. Thus, in order to ascertain a job performance, performance standard must be established, it (performance standard) must be communicated to employee, actual performance must be measured and comparison of the actual and standard performance is analyzed.

A secretary is a person who has acquired the basic secretarial skills of shorthand and practical experience acquired in the office work, to be able to cope adequately with some office jobs such as typing of letters, filing, reception duties, keeping records, preparing itinery, answering of telephone calls and so on. A secretary does not only handle the typewriter/computer and writes shorthand but can also serve as an executive of an organization. Also receives visitors and she must be cheerful and polite to whoever visit the organization or her boss. All the functions performed by the secretary reveals that the role played by the secretary in any organization cannot be undermined; and this is why some people refer to secretaries as the nerve-centre of any organization. Their belief is that secretaries are indispensable to any successful organization as blood is indispensable to any living being on earth.

Consequently, this study is motivated by this realization and will be examining on a comparative premise, the level of utilization of ICT facilities and its impact on the job performance of secretaries in selected Universities in Ogun State. Needless to say that the availability and utilization of ICT facilities was examined through the resultant performance of secretarial functions

The following research questions were raised to address the problem.

1. What effect does ICT facilities have on secretarial functions?

2. What ICT facilities are currently available for use in the public and private Universities in Ogun State?

3. Which ICT facilities are most frequently used by secretaries in the selected Universities?

Also, the following null hypotheses were specifically tested.

Ho$_1$: There is no significant difference between male and female secretaries in the utilization of ICT facilities.

Ho$_2$: There is no significant difference in the job performance of secretaries in Private and Public Universities as regards the utilization of ICT facilities

Ho$_3$: There is no significant difference between secretaries' job performance and utilization of ICT facilities.

2. METHOD

The study adopted a descriptive design. Four Hundred (400) secretaries and their superior officers in private and public Universities in Ogun State constituted the sample size. Three (3) Public Universities were purposively selected while three (3) Private Universities were also selected through simple random sampling technique, making six (6) Universities. Olabisi Onabanjo University, Ago Iwoye; Tai Solarin University of education, Ijagun and University of Agriculture Abeokuta, while Babcock University, Ilisan; Covenant University, Ota and Redeemers' University, Mowe formed the selected private Universities. Purposive sampling method was used in the selected of fifty (50) secretaries per University, making Three Hundred (300) secretaries from the six (6) Universities. Three Hundred (300) superior officers to those secretaries were also selected, using purposive sampling method to select fifty (50) superiors per University. In all, 300 secretaries and 300 superior officers whose ages ranged between 20-50, 30-70 years constitute the sample respectively.

3. INSTRUMENT

The instrument used for data collection was a questionnaire developed by the researchers. Two types of questionnaires were used while each has sections A and B. the first instrument was designed to test the ICT facilities utilization which the secretaries in both public and private Universities in Ogun State use. The section A of the questionnaire consisted of the demographic data, while the section B elicited responses on ICT facilities accessibility and utilization. Fifteen (15) ICT facilities obtained in modern offices were listed and the respondents (secretaries) were expected to indicate the extent to which scale was used with four (4) points to "Have access but cannot use" (ABN) = 3, "I have no access" (NA) = 2 and "I am not interested (NI) being the lowest in intensity of response with one (1) point. Questionnaire II was used to test the job performance of the secretaries in relation to the use of ICT facilities and other secretary's superior officers who were in the best position to assess the job performance of their subordinates. The questionnaire consisted of sections A and B. section A consisted of eight (8) items on personal information of the respondents such as sex, age, marital status, type of University, grade level, higher educational qualification and work experience. Section B consisted of the name(s) of the secretary to be assessed and the statements relating of job performance of secretaries in the Universities. Ten (10) items were listed and the respondents were expected to indicate the extent to which the secretaries are performing their duties. A four (4) point rating scale was used with "Very Efficient" (VE) = 4 points, "Efficient" (E) = 3 points, "Moderately Efficient" (ME) = 2 points and "Very Inefficient (VI) with 1 point. Two experts in education and psychometrics established the validity of the questionnaires (Instruments). The reliability of the instruments was done through pilot testing. A test-retest method was adopted and correlations co-efficient of 0.74 and 0.75 were obtained for instruments 1 and 2 respectively.

4. PROCEDURE

The researchers personally administered the questionnaires. All the 600 questionnaires (300 for secretaries, 300 for the superior officers) were immediately collected back from the respondents and raw scores were analyzed. The statistics used for data analysis were mean response, standard deviation and t-test. The mean response method was used to test the research questions at 2.50 cut-off point, while using t-test in testing the hypothesis at 0.05 level of significance.

5. RESULTS

The results are as presented in tables 1-6

Research Question One: what effect does ICT facilities have on secretarial function?

Table1. *Mean and Standard Deviation Responses of effects of ICT facilities on Secretarial Functions.*

S/N	ITEMS	VE (4)	E (3)	ME (2)	VI (1)	TOTAL	X	SD	DECISION
1	The secretary uses the computer in filing the official documents	(1008) 252	(69) 23	(14) 7	(18) 18	1109	3.69	0.62	Accept
2	The secretary answers phone calls when performing other secretarial duties.	(396) 99	(90) 30	(38) 19	(152) 152	676	2.25	1.86	Reject
3	Visitors to the office are being attended to.	(856) 214	(189) 63	(18) 9	(14) 14	1077	3.59	0.58	Accept
4	Receives in-coming mails and dispatches the out-going m ails when the need arises	(436) 109	(294) 98	(258) 79	(14) 14	902	3.01	0.81	accept
5	The secretary arranges for an effective meeting with visitor and members of staff	(104) 26	(210) 71	(144) 72	(131) 131	589	1.96	1.2	Reject
6	Downloading and upgrading of information on internet are carried out by the secretary	(76) 19	(69) 23	(114) 57	(201) 201	460	1.53	0.78	Reject
7	The secretary takes the minute of the meeting through the use of electronic gadget	(120) 30	(159) 53	(102) 51	(166) 166	547	1.82	1.09	Reject
8	Secretarial duties are carried out with less supervision by the superior officer.	(228) 57	(153) 51	(62) 31	(161) 161	604	2.01	1.47	Reject
9	The extra hours work/duties are being completed within a stipulated time.	(288) 72	(372) 124	(180) 90	(14) 14	854	2.84	0.70	Accept
10	The secretary takes a proactive step in discharging his/her duty without being told.	(336) 84	(120) 43	(50) 25	(148) 148	663	2.21	1.71	Reject

Table1 revealed that the respondents reacted to items, 1, 3, 4 and 9 with mean responses of 3.69, 3.59, 3.01 and 2.84 respectively with an acceptance while they reacted to items 2,5,6,7, 8 and 10 with a mean responses of 2.25, 1.96, 1.53, 1.83, 2.01 and 2.21 and with standard deviation of 1.86, 1.02, 0.78, 1.09, 1.47 and 1.71 respectively with a rejection. This implies that secretaries are conversant with the use of computer, telephone; receives and dispatch in-coming and out-going mails respectively, also spent extra hours in completing their duties.

Research Question Two: What ICT facilities are currently available for use in the Public and Private Universities in Ogun State?

Table2. *Mean and Standard Deviation Responses of ICT facilities Currently Available for use in Public and Private Universities in Ogun State.*

S/N	ITEMS	PUBLIC			PRIVATE		
		X	SD	Decision	X	SD	Decision
1	Computer	3.89	0.095	Accept	4.00	0.00	Accept
2	Telex and Teleprint	2.16	0.54	Reject	3.02	0.02	Accept
3	Facsimile Transmission	2.12	0.32	Reject	4.00	0.00	Accept
4	Scanner and Scanning Machine	2.35	0.76	Reject	3.00	0.00	Accept
5	Electronic Mailing (E-mail)	2.48	0.73	Reject	3.94	0.18	Accept
6	Telephone Answering Machine	2.51	0.73	Accept	3.98	0.02	Accept
7	Online Conferencing	2.20	0.45	Reject	3.04	0.04	Accept
8	Internet Browsing	2.18	0.66	Reject	3.98	0.02	Accept
9	LaserJet Printer	3.40	0.93	Accept	4.00	0.00	Accept
10	Photocopier	3.04	0.73	Accept	3.70	.033	Accept
11	Mobile/Cellular telephone System	3.59	0.59	Accept	3.42	0.24	Accept
12	Download and Upload on Internet	2.16	0.35	Reject	3.72	0.20	Accept
13	Document Image Processing	1.93	0.22	Reject	2.18	1.15	Reject
14	Electronic Organizer	2.20	0.59	Reject	3.12	0.99	Accept
15	Electrostatic Copier	2.04	0.51	Reject	1.08	0.19	Reject

Table2 shows that the respondents of Public Universities reacted to item 1, 11 and 13 among others with the Mean responses 3.89, 3.40 and 3.59 with standard deviations 0.095, 0.93 and 0.59 respectively with an acceptance decision while they reacted to items 3, 4, 5 and 7 with Mean responses of 2.16, 2.12, 2.35 and 2.48 with standard deviation of 0.54, 0.32, 0.76 and 0.73 with rejection decision. This implies that computer, LaserJet printer and mobile telephone system are currently available for use by the secretaries in the Public Universities. Table 2 shows further that the respondents of Private Universities reacted to items 1 and 8 among others with mean responses of 4.00, 3.98, with standard deviations of 0.00, and 0.02 respectively with an acceptance decision, while they responded to items 13, and 15 with the mean responses of 2.18, and 1.08 with standard deviations of 1.15, and 0.19 respectively with a rejection decision of 1.15, and 0.19 respectively. This implies that computer and Telephone answering machine are currently available for use by the secretaries in the Private Universities while document image processor and Electrostatic Copier are currently unavailable in the Private Universities for the use of the secretaries.

Research Question Three: Which ICT facilities are most frequently used by secretaries in the selected Universities?

Table3. *Mean and Standard Deviation responses of ICT facilities most frequently used by secretaries*

S/N	ITEMS	Often (4)	Sometimes (3)	Rarely (2)	Never (1)	TOTAL	X	SD	DECISION
1	Computer	(1136) 284	(48) 16	-	-	1184	3.94	0.05	Accept
2	Telex and Tele Printer	(68) 17	(471) 57	(220) 110	(18) 18	777	2.59	0.47	Accept
3	Facsimile Transmission	(624) 156	(48) 16	(236) 118	(10) 10	918	3.06	1.04	Accept
4	Scanner and Scanning Machine	(120) 30	(456) 152	(216) 108	(10) 10	802	2.67	0.49	Accept
5	Electronic Mailing	(676) 169	(126) 42	(144) 72	(166) 166	963	3.21	0.98	Accept
6	Telephone Answering Machine	(660) 165	(183) 61	(112) 56	(161) 161	973	3.24	0.92	Accept
7	Online Conferencing	(64) 16	(498) 166	(212) 106	(14) 14	786	2.62	0.42	Accept
8	Internet Browsing	(644) 161	(81) 27	(176) 88	(148) 148	925	3.08	1.14	Accept
9	Laserjet Printer	(1008) 252	(48) 16	(44) 22	(10) 10	1110	3.70	0.56	Accept
10	Photocopier	(660) 165	(264) 88	(80) 40	(7) 7	1011	3.37	0.64	Accept
11	Mobile/Cellular Telephone System	(700) 175	(309) 103	(40) 20	(2) 2	1051	3.50	0.57	Accept
12	Downloading and Uploading on Internet	(464) 116	(174) 58	(236) 118	(8) 8	882	2.94	0.88	Accept
13	Document Image Processing	(52) 13	(225) 75	(256) 128	(84) 84	617	2.06	0.70	Reject
14	Electronic Organizer	(372) 93	(105) 35	(298) 149	(23) 23	798	2.66	0.99	Accept
15	Electrostatic Copier	(68) 17	(6) 2	(226) 113	(168) 168	468	1.56	0.59	Reject

Table3 shows that the respondents reacted to items 1, 11 and 14 among others with the mean responses of 3.94, 3.50 and 2.66 with the standard deviation of 0.05, 0.57 and 0.09 respectively with acceptance decision, while they reacted to item 13, among others with mean response of 2.06, with standard deviations of 0.70, respectively with rejection decision. This implies that computer, Mobile phone and Electronic organizer are most frequently used by the secretaries in the Universities selected, while Document image processor is less frequently used by the secretaries in the Universities selected.

6. HYPOTHESES TESTING

Hypothesis One: There is no significant difference between male and female secretaries in the utilization of ICT facilities.

Table4. *t-test Analysis of Difference between Male and Female Secretaries in the utilization of ICT facilities.*

Variables	N	X	SD	df	t=cal	t=tab	Remarks
Male	59	2.792	1.13768				
Female	241	2.749	1.416	298	0.2897	1.97	P>0.05

N = 300, t = 0.2897, df = 298, P<0.05

Table4 revealed that the t=cal value of 0.2897 is less than the t-value of 1.96 at 0.05 level of significance with 298 degree of freedom. From this result, the null hypotheses, which stated that there is no significant difference between male and female secretaries in the utilization of ICT facilities was by this finding not rejected. This finding implies that the utilization of ICT facilities of secretaries is not gender specific. Thus, the hypothesis is not rejected.

Hypothesis Two: There is no significant difference in the job performance of secretaries in Private and Public Universities as regards the utilization of ICT facilities.

Table5. *t-test Analysis of Difference between Secretaries' job performance in Private and Public Universities in the utilization of ICT facilities*

Variables	N	X	SD	df	t=cal	t=tab	Remarks
Secretaries in Private Universities	150	3.34	0.8411				
Secretaries in Public Universities	150	1.965	1.1965	298	11.515	1.96	P>0.05

N = 300, t= 11.515, df = 298, P< 0.05

Table5 revealed that t-cal value of 11.515 is greater than the t-value of 1.96 at 0.05 level of significance with 298 degree of freedom. From this result, the null hypothesis which stated that there is no significant difference between secretaries' job performance in Private and Public Universities in the utilization of ICT facilities was by this finding rejected. Thus implies that there was a difference in the job performance of secretaries in Private and Public Universities based on their utilization of ICT facilities.

Hypothesis Three: There is no significant difference between secretaries' job performance and utilisation of ICT facilities

Table6. *t-test Analysis of Difference between Secretaries' job performance and Utilization of ICT facilities*

Variables	N	X	SD	df	t=cal	t=tab	Remarks
Secretaries Job Performance	300	2.66	1.243	598	1.417		
Secretaries Utilisation of ICT facilities	300	2.53	1.162			1.96	P>0.05

N = 600, t = 1.417, df = 598, P<0.05

Table5 revealed that t-cal value of 1.417 is less than the t-value of 1.96 at 0.05 level of significance with 598 degree of freedom. From this empirical result, the null hypothesis, which stated that there is no significant different between secretaries job performance and utilization of ICT facilities was by the finding of the result not rejected. This means that job performance and utilization of ICT facilities are related, that is, ICT facilities enhance job performance of secretaries in Private and Public Universities.

7. DISCUSSION

The empirical evidence in Table1 revealed that ICT facilities have significant effects on secretarial functions and the use of computer system plays a prominent role in this regard. Nwosu (2000) was in support of this when he opined that record retention varies greatly depending on the life span and importance of such documents. As records take up valuable space which cost money, the use of computer system for storage is indispensable.

The discoveries from the analysis of research question two whereby computer, mobile/cellular phones and LaserJet printer top the list of the currently available ICT facilities in the Public Universities, while computer, internet, facsimile machine among others top the list of the

currently available ICT facilities in the Private Universities. This indicates that secretarial functions are going hi-tech, virtual and online. It is in corroboration with the view of Meyer (2007) as recorded by Watson (in EO Briefing, 2007) that the degree to which people are living their lives online today is helping to make online business less vulnerable to the fluctuation of the market. They are being categorized less "internet businesses" and more as online businesses in whatever sectors they operate in. Also, Edwards (in CEO Briefing, 2007) asserts that the global market is going to explode for the internet going mobile.

Moreover, for research question three, the results of the finding revealed that computer system is the most frequently used ICT facility in the selected Universities, followed by LaserJet printer, mobile/cellular phones and data storage/referencing respectively. Nwosu (2002) supported this by asserting that computer carriers out quickly automatically and accurately, detailed but monotonous routine work. This allows the secretary to do other pressing and constructively work.

From hypothesis one, the empirical evidence revealed that there was no significant difference between male and female secretaries in the utilization of ICT facilities. Hence, there should be no gender segregation in exposing and training of secretarial staff on ICT facilities utilization. This finding is in line with the discovery of Abayomi (2006) which states that accessibility and awareness of information technology among secretaries of Private and Public Organizations is not dependent on gender. Irrespective of their organization (Private/Public) all modern secretaries must have equal access to information technology facilities.

Hypothesis two revealed that a significant difference existed between secretaries' job performance in Private and Public Universities in the utilization of ICT facilities. This result is in agreement with the argument of Kombol (2006) that accessibility and utilization of ICT is a major issue in developing countries and is often hampered by various factors such as; lack of infrastructure, huge costs poor electricity supply. In Nigeria, one of the largest countries in Africa, with a population of over 140 million (Federal Government Gazette, 2006 Census Report), only out of 100,000 people is an active internet subscriber (Onwubualili, 2004). As a result, it often seems hopeless of build ICT applications that require significant citizen participation. This portends that the extent of job performance of secretaries in either Public or Private University is dependent on the extent of utilization of ICT facilities by the secretaries. And also the extent of ICT facilities utilization varies in both Universities and it brings about the resultant variable in the job performance of the secretaries concerned; this explained the significant difference status of the hypothesis. Hence, it is indeed essential that the management and financiers) of Public Universities should improve the rate of finding and provision of ICT facilities that would equip the secretaries with requisite skill which brings about excellent performance as a benchmark to their private counterparts. A high-performing organizations, invest in no small measure in training and development.

Moreover, hypothesis three stated that there was no significant difference between secretaries' job performance and utilization of ICT facilities. The null hypothesis was accepted. It is incontrovertible from the empirical evidence revealed in table6 that the secretaries' job performance is dependent on the utilization of ICT facilities in this computer age. It is not out of context to assert that the rate of job performance is greatly influenced by a degree of literacy, competence and dexterity in the utilization of ICT facilities. Mobile and cellular phones, document image processor, electronic organizer, downloading and uploading on internet and so on; all have a modus operandi, which needs to be learnt in order to make the technology work and get the best result. Bhavya (1999) supported this by asserting that, even if physical access (to ICT facilities) could be provided; as in being done already in many part of Africa through Telecentres, Kiosk, Cyber, GSM and other Media; Many (Nigerians) cannot use ICT tools, an outcome of poor literacy, both computer based and otherwise. It is therefore necessary to affirm that the degree of input is relatively proportional to the degree of output, other things being equal. This explains that the level of job performance of secretaries in both Public and Private Universities is proportional to the extent of utilization of ICT facilities.

Nevertheless, it should be noted that online shopping has not replaced shops on the street, nor have virtual libraries rendered physical library useless. There is always one characteristics of traditional secretary which makes it still relevant in the face of numerous advantages which ICT offers. Similarly, ICT will not replace traditional report writing but enhance efficiency, credibility

and accuracy by speeding up processes (Kombol, 2006). Secretarial functions such as minute writing, filing of document, receiving of incoming mails and dispatching of outgoing mails are largely modified by ICT. In education, ICT can improve the quality of learning experiences given to the secretaries. This improves their chances of efficiency. Also, ICT make it easier for secretaries to send information to their superiors and colleagues from other organization without physical contact. There is also a cost saving angle to it. Electronic filing of documents and information on websites are often cheaper to arrange.

The success story of mobile phone in Nigeria and indeed Africa is an interesting study and points to the fact that Nigeria is a fertile ground for other ICT especially the internet, given the right approach. Although, Nigeria is materially poor, lacks of infrastructure and a high rate of illiteracy, yet this does not make the country impenetrable to ICT. The proliferation of other ICT facilities on the nation is a matter of time, given appropriate government policy and business strategy. (Chineye, 2006)

8. RECOMMENDATIONS

The three tiers of government in Nigeria have important roles to play in order to improve access to ICT by the citizenry. Technology is too important to the technologists. If the country must "catch up" in the use of ICT, government must remove import duties on ICT imports and grant tax holidays to ICT businesses to enable them start on a sound footing. Focus should be on internet service provider. Since the internet is not as wide spread as mobile phones in Nigeria, this policy measures will lower prices and encourage proliferation of ICT. The proliferation of ICT will have a positive impact on education because more academic/non-academic staff, education institutions and students will become "ICT compliant"

9. CONCLUSION

Although, ICT provides lot of benefits to secretarial and management professionals in Nigeria; there are still lots of gray areas, which need attention. The internet affords the influx of untrained secretaries, digital photography and software makes deception possible via manipulation of photographs; the multiplicity of sources make plagiarism an easy route for the lazy educationist, while online journal and textbook pull down the sales of figures of hard copies. Also, ICT makes deception easy, thus, the unethical secretarial practitioners might use it for ulterior motives. These issues put searchlight on the ethics and professionalism required in secretaryship. More so, ICTs are volatile. Computer software can crash, loosing vast amount of memory, mobile phones are easily damaged by water and computer viruses can cause malfunctions, this corrupts files containing vital information.

Finally, ICT training must be included in the syllabuses of schools, which offer training to secretaries and administrative professional? This will equip them for the challenges ahead in an ICT dominated world. Secretaries on the job must realize that the previous training they had is no longer sufficient in the new dispensation. Thus, Nigerian Universities should send staff for short courses that will make them "ICT literate". Secretaries without prior training in ICT need to be sent for courses to sharpen their skills in ICT use because yesterday skill is not enough for today's job.

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