



The Place of Information and Communication Technology (ICT) in Modern Day Secretarial Administration in Public And Private Offices in Ekiti State

¹Olaniyi, O. N. and ²Mukoro, B. G

¹oladelenathaniel2@gmail.com

Department of Vocational and Technical Education

Faculty of Education, Ekiti State University, Ado-Ekiti, Ekiti State

Abstract

The study investigated the place of Information and Communication Technology (ICT) in the modern day secretarial administration in public and private offices in Ekiti State. The roles played by secretaries in organizational offices cannot be underestimated as the effectiveness of their duties depends largely on the availability, the needed competencies and skills acquired in the modern day office practice and training. The population of the study consisted of 2056 secretaries in both public and private offices in Ekiti State and a sample size of 200 secretaries (10% of the population) was used for the study. A descriptive survey research design was employed. Questionnaire which was validated by experts in Business Education and Test and Measurement was used for data collection. Test-retest method was used to determine reliability of the instrument which yielded a reliability coefficient of 0.70. Data collected were analyzed with arithmetic mean and standard deviation for research questions while t-test was used for the hypotheses at 0.05 level of significance. The findings of the study revealed that a significant difference existed between secretaries' job performance in private and public offices in the utilization of ICT facilities and that the secretaries' job performance is dependent on utilization of ICT facilities in this computer age. The study thus recommended among others that ICT training must be put among high priorities list on organizations' training budgets and training calendars to address the need for training the secretaries towards becoming professionals.

Keywords: ICT, Modern day, Secretary, Secretarial, Administration

Introduction

Introduction of sophisticated office technology equipment like computers, word processors and other information technology resources coupled with new management techniques have completely changed old work habits in the office and triggered off a new office orientation thus making moribund the

old methods of office transaction. According to Okute (2001), Information Communication Technology is concerned with the aspect of managing and processing information through the use of electronic computers and computer software to convert, store, protect, process, transmit and retrieve



information. It is the handling and processing of information for use by means of electronic and communication gadgets such as computers, cameras, telephones etc. Atakpa (2010) stated that secretarial functions everywhere in the world have undergone a lot of technical changes. Modern day office equipments which give the secretaries the opportunity to increase efficiency abound. 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 new skills and sub-skills in order to be relevant in the modern day office. The skill level and functioning of the traditional secretary involve greater physical and mental ability (Duniya, 2011).

In Olofintila's (2003) submission, introduction of modern technologies and programmes has lessened the onerous tasks for the modern secretary. These range from production, reproduction, storage and retrieval among others. With this advancement of technology, the use of the computer and software programme facilitate the work of the professional secretary. These include the use of machines such as printer, fax, pen drive, cell phones, photocopier, telex and internet. These requisite knowledge and skills make the position of the secretary rather challenging. With the improvement in technology and recent development in office, it is envisaged that the work of the secretary will be easier (Nworgwugwu, 2002).

These new developments brought by technological challenges require even more knowledge and skills beyond being a professional secretary, to be abreast with the changing times, face the challenges and overcome the old ways of doing things, the secretary needs to be trained to help meet organizational objectives (Nworgwugwu, 2002). The emergence of office technologies in modern day organizations has challenged the occupational skills of the employees including the secretaries. Hence, these communication technologies have recently revolutionized office skills and rendered some skills such as transcription skills, typing on the manual typewriter obsolete and has also given rise to previously unknown skills such as webpage design, desktop publishing, networking, internet skills etc., in modern organizations (Olofintila, 2003). This development has obviously challenged the skills and functions of secretaries. Again these advancements in communication technologies has led to the need for secretaries to reposition themselves in order to continue to be relevant in their performance of office functions as well as cope with the trend of technological changes in today's modern offices (Kombol, 2006).

The place of secretarial professionals has been turned around by technology. It has provided the tools that shift the place of secretaries from that of information recorders to business strategists (Appah and Emeh, 2011). Therefore, this paper focuses on the place of Information and



Communication Technology (ICT) in the modern day secretarial administration in public and private offices in Ekiti State.

Literature Review

The Place of Information and Communication Technology in Secretarial Administration

Technology enables individuals to coordinate the logistics of face-to-face meetings. Technology is also used to catalogue expertise of organizational members and as a result facilitating access to the right people and enhancing knowledge sharing (Zahra and Nasser, 2013).

Computer-mediated communication such as electronic mail or computer-conferences can help to maintain continuity and connection between conversations, especially for those in different locations (Al-Hawamdeh, 2002). An important focus of any management activity is the task of managing information; that is why Eze (2000) believed that there are some compelling reasons why the modern secretary must be concerned with information and communication technology. Decisions making are policies, objectives and plans interpreted into tangible action, therefore, quality of decisions taken by management is critically dependent on the quality and quantity of information supporting the decisions (Buseni, 2013).

The new world order of competency in secretarial administration and the demands for technological

advancement, transparency and responsiveness in governance have increased the need for efficient organisational information needs. Today modern organisations (whether public or private) must promptly access adequate and timely information to remain relevant.

The tremendous advances recorded in the technology for the management of information (word processors, Internet etc.) which now come at cheap rates have aided the average secretary to acquire the needed skills and utilize sophisticated information management systems (Akpomi and Ordu, 2009). This assertion makes information to be seen as vital resources available to secretaries for the performance of their duties. Effective information management in an organisation promotes efficiency in the business operations, as well as enhances effective management of resources and competitive advantage. For instance, intercoms and ordinary telephones were the earliest forms of automated office communication especially with respect to voice messages. Currently, a whole array of advanced means of communication, including mail, facsimile transmission, remote conferencing and hand phones are now available in many offices. There is currently a wide collection of information processing devices at the reach of the secretaries in the modern office (Nwaoka and Okoli, 2012).

It is on the foregoing that Akpomi and Ordu (2009) stated that the functions and effectiveness of the secretary in



every business organization depends on the availability of office technologies as well as the skills and competencies of the secretary. Organisations both public and private have come to appreciate the role and importance of the secretary as well as the need to provide the needed and necessary office machines and equipment for the efficient secretarial functions delivery.

Roles and Responsibilities of Modern day Secretaries

The secretary is an assistant to a manager. He plays supportive roles; however, the third millennium secretary's role has increased (Watson, 2007). Apart from the traditional responsibilities, such as typing, taking dictation and transcribing, managing records, receiving, storing and retrieving information or operating the computer, attending meetings, answering telephone calls, he now carries out research, prepares the manager's itinerary, makes travel bookings and hotel reservations, supervises the junior workers, and makes some decisions using his initiatives. A secretary who is familiar with the company's policies, price list and handbooks should relieve the boss of such burden by providing accurate information.

Secretaries should be able to coordinate the administrative activities, organize the office for efficient performance and be able to use the internet and train new staff on the computer. The secretary is a member of a team in the workplace and

therefore should always be cooperative, supportive, write and present reports and disseminate information using websites and e-mail (Boladele, 2002).

Nomenclature

Because of the changes in roles and responsibilities of modern office secretaries, their titles have also changed. The secretary is now given many titles, such as office coordinator, executive assistant, office manager, administrative professional, Government secretary (Parliamentary Private Secretary, Secretary of State, etc.), Medical secretary, Legal secretary, Bi-lingual secretary, Technical secretary and Office professional, etc. The millennium secretaries are now specialized and their new titles show their areas of specialization (Bhavya, 2009).

The Roles of ICT in Secretarial Profession

For a very long time, information has been one of man's priceless phenomena according to Ilori, Sanni and Adetayo (2009). Man's preoccupation has been how to develop technologies that will facilitate the collection, storage, retrieval of information and communication by the fastest possible means.

Different scholars continued working until 1714, when manual typewriter, the first stage of office automation was invented. According to a Wikipedia search the typewriter which is word processing equipment that the



secretary uses in doing his work is said to be a mechanical or electromechanical machine used for writing in characters similar to those produced by nowadays printers. It is manipulated by using of keyboard which was operated by key board striking a ribbon to transfer ink or carbon impressions onto the paper. Typically, one character is printed per key-press. The machine prints characters by making ink impressions of the type elements. The internet is another important aspect of information and communication technology. Raphael (2011) reported that the history of the Internet started in the United States in the early 1960s.

Training Need for Optimal Utilization of ICT in Executing Secretarial Duties Decisions and ethical collaborations made within an organization are made through combined efforts between the management and the staff of that organisation (Janie, 2016). The global trend of technology in today's business climate has necessitated the need for training, although skill acquired during the training may not lead to the positive change in behaviour unless it is accompanied by motivation and a supportive environment.

It is understood that training is the systematic development of knowledge, skills and attitudes required to work effectively (Olaniyan, 2008). Therefore, it is expected at the end of any training, a positive change of working behaviour will occur. There are documented evidences that training activities have a

positive impact on the performance of individuals as argued by Kulkarni (2013) that training proves to be a parameter for improving the ability of organizational workforce for achieving the organizational objectives.

However, it is to be noted that a worthy training will surely result in promoting the essential goals of the organization. Therefore, the significance of training in an organisation is instrumental to the organization's development. Every organization that adopts a good training programme would have a controlled way of running its affairs and flexibility in the running of its activities as well as be able to deliver consistent and positive productive results (Kulkarni, 2013).

Training is a necessary process for achieving overall objectives and improving organizational performance, therefore, proper training needs to be given to the secretaries to learn new ICT techniques and go along with the global trend in ICT. Employers should not look at the cost of training its staff, but they should look at the impending waste that awaits the organization for having unskilled staff (Olugbode and Oladipo, 2012).

Purpose of the Study

The study investigated the place of information and communication technology in the modern day secretarial administration in public and private offices in Ekiti State. Specifically, the study:



- i. examined ICT skills required by secretaries in public and private offices in Ekiti State.
- ii. determined the extent to which ICT facilities enhance performance of secretaries in the modern day secretarial duties in public and private offices in Ekiti State.

Research Questions

The following research questions guided the study:

1. What are the ICT skills required by the secretaries in public and private offices in Ekiti State?
2. To what extent is the ICT facilities enhance the performance of secretaries in the modern day secretarial duties in public and private offices in Ekiti State?

Research Hypotheses

The following hypotheses were raised and tested at 0.05 level of significance:

1. There is no significant difference between ICT skills required by secretaries in public and private offices in Ekiti State.
2. There is no significant difference between secretaries' job performance in the modern day secretarial duties in public and private offices in Ekiti State.

Methodology

Descriptive research design was used in this study. The population of the study comprised 2056 secretaries

(made up of 1046 and 1010) in both public and private offices in Ekiti State. A sample size of 200 secretaries (10% of the total population) was drawn using purposive and proportionate stratified random sampling techniques. A 4-point rating scale questionnaire which was validated by four experts both in Business Education and Test and Measurement was used for data collection. Test-retest method was used to determine the reliability coefficient of the instrument and data collected were analyzed with Cronbach Alpha which yielded a reliability coefficient of 0.70. The instrument was administered through direct contact with the respondents with the aid of two research assistants and all the 200 copies administered were retrieved and used for analysis. Data collected were analyzed with arithmetic mean and standard deviation for research questions while t-test was used for the hypotheses at 0.05 level of significance.



Results

Research Question 1: What are the ICT skills required by secretaries in public and private offices in Ekiti State?

Table 1: Mean Scores and Standard Deviation of ICT Skills Required by Secretaries in Public and Private Offices in Ekiti State

S/N	ITEMS	PUBLIC			PRIVATE		
		\bar{X}	SD	Decision	\bar{X}	SD	Decision
1	Ability to: Enter, edit, store and retrieve information properly	3.50	0.32	Accept	3.50	0.32	Accept
2	Ensure accuracy in inputting information	4.50	0.50	Accept	3.10	0.28	Accept
3	Install network services	2.10	0.26	Reject	2.80	0.25	Accept
4	Download information from the net	3.00	0.26	Accept	2.80	0.25	Accept
5	Manage correspondence through the computer	3.30	0.30	Accept	3.10	0.28	Accept
6	Handle server and host	2.20	0.25	Reject	2.80	0.25	Accept
7	Receive and link outside calls with the right executive concern	3.50	0.32	Accept	2.60	0.24	Accept
8	Use facsimile machine, security devices and other modern means of communication	3.10	0.28	Accept	2.70	0.24	Accept
9	Use power point to produce electronic slides	2.60	0.24	Accept	2.50	0.24	Accept
10	Connect/log on properly to the internet	2.50	0.24	Accept	4.50	0.50	Accept

Table 1 showed that the respondents of Public offices reacted to item 1, 2, 4, 5, 7, 8, 9 and 10 with the Mean responses 3.50, 4.50, 3.00, 3.30, 3.50, 3.10, 2.60 and 2.50 with standard deviations 0.32, 0.50, 0.26, 0.30, 0.32, 0.28, 0.24 and 0.24 respectively with an acceptance decision while they reacted to items 3 and 6 with Mean responses of 2.10 and 2.20 with standard deviation of 0.26 and 0.25 with rejection decision. This implies that the ICT skills required by the secretaries in the Public offices are performed except the installation of network services and handling of server and host. Second part shows

further that the respondents of Private offices reacted to all items with an acceptance decision. This implies that the ICT skills required by the secretaries in the private offices are all performed.

Research Question 2: To what extent do ICT facilities enhance the performance of secretaries in the modern day secretarial duties in public and private offices in Ekiti State?



Table 2: Mean and standard deviation responses on ICT facilities and enhancement of secretaries' performance in the modern day secretarial duties.

S/N	ITEMS	VE (4)	E (3)	ME (2)	VI (1)	Total	\bar{X}	SD	Decision
1	Use of computer in filing official documents	(1008) 252	(69) 23	(14) 7	(18) 18	1109	3.69	0.62	Accept
2	Answering of phone calls from outside and within the organization.	(396) 99	(90) 30	(38) 19	(152) 152	676	2.25	1.86	Reject
3	Manner of receiving and attending to visitors.	(856) 214	(189) 63	(18) 9	(14) 14	1077	3.59	0.58	Accept
4	Receiving and dispatching of in -coming and out-going mails.	(436) 109	(294) 98	(258) 79	(14) 14	902	3.01	0.81	Accept
5	Manner of arranging of 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 information on internet.	(76) 19	(69) 23	(114) 57	(201) 201	460	1.53	0.78	Reject
7	Usage of electronic gadget to take minutes of meetings.	(120) 30	(159) 53	(102) 51	(166) 166	547	1.82	1.09	Reject
8	Secretarial duties 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 hour work/over time duties.	(288) 72	(372) 124	(180) 90	(14) 14	854	2.84	0.70	Accept
10	Proactive step taken in discharging duty without being told.	(336) 84	(120) 43	(50) 25	(148) 148	663	2.21	1.71	Reject

*VE=Very Efficient, E=Efficient, ME=Moderately Efficient, VI=Very Inefficient

Table 2 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.

Hypothesis 1: There is no significant difference between ICT skills required by secretaries in public and private offices in Ekiti State.



Table 3: t-test Analysis of the ICT skills required by secretaries in public and private offices in Ekiti State

Variables	N	\bar{x}	SD	df	t-cal	t-tab	Decision
Secretaries in Public Offices	100	2.66	1.243	198	1.417	1.96	Not sig.
Secretaries in Private Offices	100	2.53	1.162				

$P < 0.05$

Table 3 revealed that t-cal value of 1.417 is less than the t-value of 1.96 at 0.05 level of significance with 198 degree of freedom. From this empirical result, the null hypothesis, which stated that there is no significant difference between ICT skills required by secretaries in public and private offices in Ekiti State is not rejected. This means, there is no significant

difference in ICT skills required by secretaries in public and private offices in Ekiti State.

Hypothesis 2: There is no significant difference between secretaries' job performance in Public and Private Offices as regards the utilization of ICT facilities.

Table 4: t-test Analysis of Difference between Secretaries' job performance in Private and Public offices in the utilization of ICT facilities

Variables	N	\bar{x}	SD	df	t-cal	t-tab	Decision
Secretaries in Public Offices	100	3.34	0.841	198	10.516	1.96	Sig.
Secretaries in Private Offices	100	1.96	1.196				

$P < 0.05$

Table 4 revealed that t-cal value of 10.516 is greater than the t-value of 1.96 at 0.05 level of significance with 198 degree of freedom. From this result, the null hypothesis which stated that there is no significant difference in the job performance of secretaries in private and public offices as regards the utilization of ICT facilities was rejected. This implies that there was a significant difference in the job performance of secretaries in private and public offices based on their utilization of ICT facilities.

Discussion

Findings from the study relative to the ICT skills required by the secretaries in both Public and private offices revealed that secretaries in public offices could access, edit, store, retrieve and use computer for multi-task activities except the installation of network services and handling of server and host. While secretaries in private offices reacted to all items with an acceptance decision; this implies that the ICT skills required by the secretaries in the Private offices are all



performed. This is in line with the submission of Nworgwugwu (2002) that the technological equipment and machines have at present mechanized so many office functions and secretarial duties, which were previously done manually. For this reason, there is a complete job re-designation and the need for acquisition of new skills by the secretaries. Due to the introduction of sophisticated technological (electronic) office equipment in 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 operation in the electronic office. In addition, the findings agree with Olofintila (2003) who remarked that introduction of microelectronics and computers for processing of data will help to produce the right information to the right decision maker at the right time, in the right place at minimum cost. The implication of this is that secretaries have to be acquainted with the ongoing technological revolution in order to fit into the business world of the present age.

The findings of the study also revealed that no significant difference existed between private and public offices in the ICT skills required by the secretaries. This result is in agreement with Duniya (2011) that ICT skills required by the secretaries is a major issue in developing countries and such skills include: ability to enter, edit, store and retrieve information properly; ability to show accuracy in

inputting information; ability to install network services; ability to download information from the net; ability to manage correspondence through the computer; ability to handle server and host; ability to receive and link outside calls with the right executive concern; ability to use facsimile machine, security devices and other modern means of communication; ability to use power point to produce electronic slides and ability to connect/log on properly to the internet. In line with this, Appah and Emeh (2011) corroborated that some of the ICT skills required of today's secretaries include; project management, word processing, desktop publishing, software training, internet based, web site maintenance, database management, negotiation and mediation, online purchasing, coordination of mass mailings, storage and retrieval, event planning and coordination, travel planning, personal computer trouble shooting, writing, editing, and proofreading skills. The acquisition of these skills in special way will aid the secretaries in effective administration of the offices. It is obvious that some of the secretaries have developed self-motivation to learning new ICT techniques through private or personal training, however this has limitation, and the organization where they work has the responsibility of training their employees. Therefore, proper training and re-training need to be given to the secretaries for effective and efficient secretarial service delivery.



Moreover, there was no significant difference between secretaries' job performance and utilization of ICT facilities. The null hypothesis was rejected. It is incontrovertible from the empirical evidence 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. Okute (2001) supported this by asserting that, even if physical access (to ICT facilities) could be provided; as it is 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 offices 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.

Conclusion

Based on the findings of this study, it was concluded that secretaries in both public and private offices need to acquire information and communication technology skills to be relevant and efficient in this modern day secretariat work. Also, the level of job performance of secretaries in both public and private offices is proportional to the extent of utilization of ICT facilities, hence, proper training and re-training need to be given to the secretaries for effective and efficient secretarial service delivery.



Recommendations

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

1. ICT training must be put among high priorities list on organization's training budgets and training calendars to address the need for training the secretaries towards becoming professionals.
2. Secretaries should be enthusiastic to acquire additional skills bearing in mind that changes and advances in technology occur frequently in the profession and they should not be left behind in the use of the opportunities provided by ICT.
3. Secretaries without ICT skills need to be sent for courses as a matter of urgency, to sharpen their skills in ICT use because of the conventional nature of today's technology which needs continual update. This will equip the secretaries with skills to tackle challenges in an ICT dominated world.

References

- Akpomi, M. & Ordu, P. (2009). Modern Office Technology and the Secretary's Production in Private Business Organisation. *Department of Secretarial Education, Federal College of Education (Technical) Omoku City, Rivers State, Nigeria.*
- Al-Hawamdeh, S. (2002). Knowledge management: re-thinking information management and facing the challenge of managing tacit knowledge. *Information Research [Online]*, 8(1).
- Appah, E. & Emeh, Y. (2011). Information Technology and Internal Auditors' Activities in Nigeria, *Asian Journal of Information Technology*, 10(6): 201-208.
- Atakpa, R.A., (2010). *Office Practice and Management: Practical Approach*. Agbor : Royal Pace Publications.
- Bhavya, L. (2009). Information and Communication Technologies for Improved Governance. Retrieved on July 28, 2019, from <http://www.abtassoc.com>
- Boladele, Y. (2002). Secretarial Efficiency in an Automated Office: *Journal of The School Vocational and Technical Education (THE VAS JOURNAL)*, 7(1): 123-134.



- Buseni, J. (2013). Effects of Information and Communication Technology on Secretaries' Performance in Contemporary Organisations in Bayelsa State, Nigeria. *Information and Knowledge Management*, 3(5), 87-93.
- Duniya, A.P. (2011). Electronic office skills required by secretaries in polytechnics in Kogi State, Nigeria. *Business Education Journal*, 8(1), 169.
- Eze, F., O. (2000). Modern Office Information Technology. Effective Secretarial and Office Management. Enugu State Local Government Commission.
- Ilori, M. Sanni, S. A. & Adetayo, J. O. (2009). The Impact of Information Communication Technology on Product Marketing: *A case study of a Multi-National Company in Nigeria*.
- Janie, B. B. (2016). *Ethics in Organisations and Leadership*. © Jones and Bartlett Publishers.
- Kombol, M. (2006). An Assessment of the pattern of ICT use among Nigerian Media Practitioners: Implications for Media relations Practices in Public Relations. *Public Relations Journal* 14 (1), 11-27.
- Kulkarni, P. P. (2013). A Literature Review on Training & Development and Quality of Work Life. *Researchers World - Journal of Arts, Science & Commerce*.
- Nwaokwa, E. & Okoli, B. E. (2012). Information of Communication Technology on the Influence Performance of Secretaries in Government Ministries in Nasarawa State, North-Central Nigeria. *Research Journal of Information Technology* 4(3): 93-97, ISSN: 2041-3114, © Maxwell Scientific Organization.
- Nworgwugwu, P. O. (2002). The need for new skills and competencies for secretaries working in the 21st century office. *Business Education Journal* 3(5): 113-119.
- Okute, A.L. (2001). Impact of Information and Commission Technology on the Nigerian Business Environment: Implication for Business Educators. *Journal of Office Management and Technology. Auchi Polytechnic, Edo State* 1(1), 51-58.
- Olaniyan D.A. (2008). Staff Training and Development: A Vital Tool for Organisational Effectiveness. *European Journal of Scientific Research*. 24(3): 326-331.



- Olofintila, A. O. (2003). *Integrating information technology in business education curriculum*. A paper presented at the Annual Conference of Nigeria Association of Business Educators, Ondo and Ekiti State chapter.
- Olugbode, N. O & Oladipo, A.M. (2012). Office Education skills required for quality business ventures by office technology and management graduates for national development. *Journal of Office Management and Technology*, Auchu Polytechnic, Edo State, Nigeria 1(1), 94-101.
- Watson, J. (2007). *CEO briefing: Corporate priorities for 2007 and beyond*. United Kingdom: International Business Development Organization.
- Zahra, H. A. & Nasser, B. (2013). The Role of Information Technology in Successful Knowledge Management (Case study: Tehran's physical education college). Pelagia Research Library ISSN: 0976 - 8610 CODEN(USA):AASRFC