

SECRETARIAL PROFESSION IN TODAY'S ADVANCED TECHNOLOGICAL ERA IN TERTIARY INSTITUTIONS IN BAUCHI STATE, NIGERIA

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Abstract

The researcher in this study investigated Effectiveness of Today's Technology on Secretary's Job Performance in Tertiary Institutions in Bauchi State. The descriptive survey research design was adopted for the study. Research questions guided the study. The instrument used for the collection of data was a structured questionnaire "Effectiveness of Today's Advanced Technology on Secretary's Job Performance in Tertiary Institutions (ETATSJPTI) in Bauchi State, Nigeria. The instrument was validated by three experts in Business Education unit of Vocational and Technical Education Department, Ekiti State University, Ado-Ekiti. Test – retest method was used to determine the reliability of the instrument. The data collected were analyzed using mean score and standard deviation. Based on the findings, this study revealed that Technology improved Secretarial Job Performance. It was recommended among others that secretaries should undergo regular training on professional development programs to enhance their proficiency in software application such as Microsoft Office, Google Suite and other specialized software relevant in the Job industry.

Keywords: Advanced technology, Secretarial profession, Technological facilities, Technological skills and Tertiary institutions.

Introduction

Organizations all over the world, large or small, have depended on secretaries for their survival, growth and proper functioning due to the indispensable roles of secretaries. Secretaries organize and coordinate office tasks, maintain records and provide other services that assist in providing directions for decision-making and organizational performance. A secretary is well known to be someone who plays a very vital role in an office. That is to say a secretary is indispensable office personnel. The services provided by the contemporary professional administrative secretary/office manager

remain essential due to the diverse range of responsibilities they handle. An organization typically divides its operations into various departments, such as accounting, sales, production, personnel, etc. In the case of an educational institution, departments may include bursary, works, health, school/faculties, etc. These departments are overseen by directors who rely on the assistance of a secretary.

The secretary's broad expertise allows her to effectively do many specialized tasks, as the general duties of a secretary are consistent throughout different specializations. The executive's responsibilities may vary, the secretarial

skills and experience, which are her main assets, will be valuable to any executive in the department. Supporting this assertion, Abiola (2022), expresses the view that a secretary is an executive assistant who has mastery of office skills, demonstrates the ability to assume responsibility with or without supervision, exercises initiatives and judgment and makes decision within the scope of assigned authority. A professional secretary according to Oguejiofor (2015), is not only needed to have theoretical and practical knowledge of the new technologies but to be competent in the usage of those computer packages that are needed and necessary for his or her secretarial job performance in today's advanced technological era.

Advanced technology refers to the practical application of scientific knowledge and principles to create tools, machines, and systems that solve real-world problems and improve human life. It is a set of techniques, methods, and processes used to achieve a specific goal or objective, often involving the use of machines, computers, and other equipment. Advanced technology refers to the use of tools, machines, and equipment to perform tasks, solve problems, and create new products and services. According to Fasae (2024), advanced technology encompasses electronic and digital systems, including computers, software, networks, and other digital technologies that process, store, and communicate information. It refers to innovative solutions, products, and services that use new or existing technologies to improve efficiency, productivity, and quality of life. Kwaghbo (2022) notes that advanced technology is the systematic application of knowledge, skills, and expertise to create new products, services, and processes that transform industries, economies, and

societies. However, it is expected that for secretaries to be able to discharge their duties effectively especially in this advanced technological era, there is the need for relevant technological skills.

Advanced technological skills refer to the specialized digital literacy and expertise required to effectively utilize and manage complex technology systems, tools, and software applications, including programming languages, data analytics, and cybersecurity. These skills encompass the high-level technical competence and proficiency needed to design, develop, implement, and maintain sophisticated technological systems, including artificial intelligence, cloud computing, and the Internet of Things (IoT). The skills according to Fasae (2024) involve expertise in emerging technologies, such as blockchain, robotics, and virtual reality, and the ability to apply these technologies to drive innovation, improve efficiency, and solve complex problems in various industries and domains. A secretary in the view of Adozoga and Ezeonwurie (2017) is expected to be computer literate and proficient in a number of word processing, spreadsheet and desktop publishing software including sending and receiving electronic mail (e-mail) and browsing the World Wide Web (www) (that is the internet). Empirically, Utebor, Nwosu and Azih (2024) who examined digital skills required of office secretaries for global relevance in Delta State found that office secretaries highly require digital foundation skills, and software management skills for global relevance. Similarly, Olaniyi and Mukoro (2020) who investigated the place of Information and Communication Technology (ICT) skills in modern day secretarial administration in public and private offices in Ekiti State found that the ability

to enter, edit, store and retrieve information properly, manage correspondence through the computer and use facsimile machine, security devices and other modern means of communication are the needed Information and Communication Technology (ICT) skills.

Advanced technology facilities entail automated systems and software used to perform routine tasks, such as email management, calendar organization, and data entry, thereby increasing efficiency and productivity. It encompasses the utilization of digital communication tools, including video conferencing software, instant messaging apps, and online collaboration platforms, to facilitate seamless communication and coordination with colleagues, clients, and stakeholders. It involves the incorporation of artificial intelligence (AI) into secretarial tasks, such as AI-powered virtual assistants, predictive analytics, and machine learning algorithms, to enhance decision-making, streamline processes, and improve overall administrative efficiency. Advanced technology according to Sadiku (2018) entails the adoption of cloud-based office management systems, which enable secure, remote access to files, documents, and administrative tools, thereby facilitating flexible work arrangements, collaboration, and disaster recovery. Empirically, Olatoye, Adebayo, Oladeji and Oladire (2024) who explored assessment of the secretarial profession in modern technology era in Oyo State, Nigeria found that electric typewriters, electric computer, shredding machines, telephone equipment, franking machines, filling equipment, duplicating machines, scanning machines, cassette players, personal computer, electric calculators and tape recorders are various types of technology facilities used by

secretaries in modern technology era. Also, Abosede and Akintola (2015) who examined Information and Communication Technology facilities' utilization and job performance of secretaries in public and private universities in Ogun State found that computer, mobile/cellular phones and LaserJet printer top the list of the currently available ICT facilities in the Public Universities.

Office secretaries seem to face challenges such as inadequate training and technical support, limited access to modern technological tools and equipment, and insufficient budget allocations for technology upgrades and maintenance. According to Ojohwoh (2014), secretaries may struggle with the rapid pace of technological change, making it difficult to keep up with the latest software, hardware, and digital trends. Furthermore, technological issues such as internet connectivity problems, software compatibility issues, and cybersecurity threats can also hinder the effective use of technology by office secretaries. Empirically, Adakole and Lasisi (2018) who investigated the challenges of utilizing new technologies by secretaries in selected public organizations in Bida Metropolis found that lack of new technological equipment and machines, lack of training and retraining of secretaries, poor power supply etc. were the challenges of utilizing new technologies by secretaries. In the same vein, Oladeji and Afolabi (2021) who investigated the challenges and prospects of secretarial profession in this modern technology era in Oyo State Nigeria found that high cost of modern technological tools and facilities, lack of trained personnel on the usage of these modern devices, lack of funds to purchase the devices and facilities required to automate offices, high cost of

maintenance of these devices and facilities, and vulnerability to health hazards are the challenges of secretarial profession in this modern technology era.

Presently, technology has opened up a new era in managing information/communication through the techniques of automation and this has enhanced communication systems. Advanced technology has made secretarial job more competitive. Past experiences have shown that one of the main causes of poor performance among secretaries in most organizations is their abject lack of advanced technology skills such as webpage design, desktop publishing, networking, internet skills amongst others. Many of them do not possess advanced technology skills required in the various offices and have continued to negatively affect their general performances. Lack of these skills among secretaries has often been a source of worry to the management of the university. Also, despite the introduction of these emerging technologies to the University, some secretaries are still being subjected to old method of handling office tasks. In actual fact, some organizations engage the services of fresh graduates who are knowledgeable in handling modern technology packages such as internet facilities, networking etc. Such old method of operation leads to ineffectiveness and unproductivity among the office workers. Secretaries have to get themselves acquainted on how to operate new office automation such as information storage systems, the internet and other new software packages. In view of the aforementioned problems the researcher tends to study those advanced technology facilities and skills needed in the secretarial profession in various offices, the challenges and the prospect for secretarial profession using

these advanced technologies. The ineffectiveness of some secretaries in handling advanced technologies in today's ever-changing techno-office seems understudied. It is on the foregoing background that the researcher is interested in carrying out the study in an attempt to see the advanced technology skills and facilities needed for secretarial profession in Tertiary institutions in Bauchi State

Statement of the Problem

The integration of advanced technology in tertiary institutions in Bauchi State, Nigeria, may impact the job performance of secretaries.

Limited understanding of technology's impact: There may be lack of understanding on how today's advanced technology could affect the job performance of secretaries in tertiary institutions.

Potential challenges and benefits:

The use of advanced technology could present both challenges and benefits for secretaries in terms of efficiency, productivity and job requirements.

Need for assessment: There is a need to assess the effectiveness of advanced technology on secretary's job performance in these institutions to identify areas of improvement and optimize technology use.

Purpose of the Study

The purpose of the study is:

1. To assess the effectiveness of advanced technology: Investigate how today's advanced technology impacts the job performance of secretaries in tertiary institutions in Bauchi State, Nigeria.
2. To identify challenges and benefits: Determine the challenges and

benefits associated with the use of advanced technology by secretaries in these institutions.

3. To provide insights for optimization: Provide insights on how advanced technology can be optimized to improve secretary's job performance in tertiary institutions in Bauchi State.

Research Questions

1. What are the technological skills needed by secretaries for Job performance in Tertiary institutions in Bauchi State?
2. What are the technological facilities needed by secretaries for job performance in tertiary institutions in Bauchi State?
3. What are the factors against the use of modern technologies needed by secretaries for Job performance in tertiary institutions in Bauchi State.

Hypotheses

The null hypotheses were formulated and tested at a 0.05 level of significance;

There is no significant differences between the mean ratings of the secretaries and their bosses on technological skills needed by secretary job performance in tertiary institution in Bauchi State.

Methodology

This study adopted the descriptive survey research design. According to Onah (2023), descriptive survey is used to analyze and report data without manipulation or distortion of any of the variables. The population of the study comprised 135 secretaries working with Bosses in all the 11 tertiary institutions in Bauchi State. (Source: Registrars' Offices

of various institutions, 2024). The whole population was used for the study. A self-designed instruments containing 20 items was used titled Secretarial Professions in Today's Advanced Technological Era Scale(SPTATEQ) and 5 items titled Bosses perception on Secretary Job Performance of Today's Advanced Technological Era Questionnaire (BPOSJPOTATEQ) was used to collect data from the respondents. The instrument consists of two sections. Section "A" elicited demographic data of the respondents such as category of respondents, and name of institutions. Section "B" provided responses to the research questions using the 4-point scale of Very Highly Needed (VHN)/Strongly Agreed (SA), Highly Needed (HN)/Agreed (A), Lowly Needed (LN)/Disagreed (D) and Very Lowly Needed (VLN)/Strongly Disagreed (SD). The scale is weighted as 4 points, 3 points, 2 points, and 1 point respectively. The instrument was validated by two specialists in Department of Vocational and Technical Education and one specialist in Test and Measurement in faculty of Education all in Bauchi State University. A one-shot method was used to ascertain reliability co-efficient of 0.88 using Cronbach alpha statistics which showed that the instrument was highly reliable. Research questions was answered using mean score, standard deviations. Hypothesis were tested at 0.05 level of significant method.

Result and Discussion of Findings

Answer to Research Questions and Testing of Hypotheses

Research Question One: What are the technological skills needed by secretaries for job performance in tertiary institutions in Bauchi State?

Table 1: Mean rating scores and standard deviation on the technological skills needed by secretaries for job performance in tertiary institutions in Bauchi State

S/N	Items	VHN	HN	LN	VLN	Σfx	$\bar{X}$	SD	Decision
1	Word processing skills	55	36	29	15	401	2.97	0.62	Highly Needed
2	Spreadsheet operation skills	59	56	13	7	437	3.24	1.16	Highly Needed
3	PowerPoint skills	71	35	11	18	429	3.18	0.78	Highly Needed
4	Internet surfing and networking skills	63	44	15	13	427	3.16	0.74	Highly Needed
5	Data base management skills	60	51	14	10	431	3.19	0.62	Highly Needed
6	Blackboard teaching skills	56	53	12	14	421	3.12	0.79	Highly Needed
7	Keyboarding skill and accuracy	69	36	17	13	431	3.19	0.72	Highly Needed
Grand Mean							3.15	0.78	Highly Needed

Data in Table 1 presents the mean and standard deviation values indicating the technological skills needed for secretarial profession in tertiary institutions in Bauchi State. The results indicated that items 1, 2, 3, 4, 5, 6 and 7 recorded mean scores above the criterion mean score of 2.50. The overall interpretation suggests highly needed with grand mean score of 3.15 which is higher than the criterion mean score of 2.50 with a standard deviation of 0.78. It was therefore concluded that word processing skills, spreadsheet operation

skills, powerpoint skills, internet surfing and networking skills, data base management skills, blackboard teaching skills and keyboarding skill and accuracy are the needed technological skills for secretarial profession in tertiary institutions in Bauchi State.

Hypothesis One:

Ho₁: The mean rating scores on the technological skills needed for secretarial profession in tertiary institutions in Bauchi State is not significant.

Table 2: t-test statistics on the technological skills needed for secretarial profession in tertiary institutions in Bauchi State

n	X	SD	df	t-cal	t-tab	Decision
135	3.15	0.78	134	8.39	1.64	Reject Ho ₁

Data in Table 2 gave the grand mean score and standard deviations of 135 respondents as 3.15 and 0.78 respectively. At 134 degrees of freedom, with application of the t-test calculated, its result of 8.39 is greater than the t-tabulated at 5% level of significance, the decision rejected the null hypothesis and concluded that the mean rating scores on

the technological skills needed for secretarial profession is significant in tertiary institutions in Bauchi State.

Research Question Two: What are the technological facilities needed by secretaries for job performance in tertiary institutions in Bauchi State?

Table 3: Mean rating scores and standard deviation on the technology facilities needed by secretaries for job performance in tertiary institutions in Bauchi State

S/N	Items	VHN	HN	LN	VLN	Σfx	$\bar{X}$	SD	Remark
8	Electric typewriters	75	25	20	15	430	3.19	0.70	Highly Needed
9	Shredding machines	36	72	18	9	405	3.00	0.74	Highly Needed
10	Filling equipment	70	32	13	20	422	3.13	0.73	Highly Needed
11	Photocopy machines	56	49	19	11	420	3.11	0.70	Highly Needed
12	Personal computer	67	41	15	12	433	3.21	0.74	Highly Needed
13	Perforating machine	73	29	20	13	432	3.20	0.78	Highly Needed
Grand Mean							3.14	0.73	Highly Needed

In Table 3, the data presents the mean and standard deviation values indicating the technology facilities needed for secretarial profession in tertiary institutions in Bauchi State. The results indicated that items 8, 9, 10, 11, 12 and 13 recorded mean scores above the criterion mean score of 2.50. The overall interpretation suggests highly needed with grand mean score of 3.14 which is higher than the criterion mean score of 2.50 with a standard deviation of 0.73. It was therefore concluded that electric typewriters, shredding machines,

filling equipment, duplicating machines, personal computer and perforating machine are the needed technological facilities for secretarial profession in tertiary institutions in Bauchi State.

Hypothesis Two:

Ho₂: The mean rating scores on the technology facilities needed for secretarial profession in tertiary institutions in Bauchi State is not significant.

Table 4: t-test statistics on the technology facilities needed for secretarial profession in tertiary institutions in Bauchi State

n	X	SD	df	t _{cal}	t _{tab}	Decision
135	3.14	0.73	134	10.88	1.64	Reject Ho ₂

In Table 4, the data gave the grand mean score and standard deviations of 135 respondents as 3.14 and 0.73 respectively. At 134 degrees of freedom, with application of the t-test calculated, its result of 10.88 is greater than the t-tabulated at 5% level of significance, the decision rejected the null hypothesis and concluded that the mean rating scores on the technology facilities

needed for secretarial profession is significant in tertiary institutions in Bauchi State.

Research Question Three: What are the militating factors that impede on the use of technology in secretarial profession in tertiary institutions in Bauchi State?

Table 5: Mean rating scores and standard deviation on the militating factors that impede on the use of technology in secretarial profession in tertiary institutions in Bauchi State

S/N	Items	SA	A	D	SD	Σfx	$\bar{X}$	SD	Decision
14	High cost of modern technological gadgets and facilities	37	66	23	9	401	2.97	0.73	Strongly Agree
15	Lack of trained personnel on the usage of these modern gadgets	75	33	16	11	442	3.27	0.70	Strongly Agree
16	Lack of fund to purchase the gadgets and facilities required to automate office	66	40	12	17	425	3.15	0.74	Strongly Agree
17	High cost of maintenance of this gadget and facilities	63	39	18	15	420	3.11	0.74	Strongly Agree
18	Lack of training and re-training for secretarial staff	57	40	20	18	406	3.01	0.62	Strongly Agree
19	Lack of good background knowledge of the ICT equipment	65	32	18	20	412	3.05	0.79	Strongly Agree
20	Lack of ICT connectivity to secretarial offices	57	41	22	15	410	3.04	0.72	Strongly Agree
Grand Mean							3.09	0.72	Strongly Agree

Table 5 presents the mean and standard deviation values indicating the militating factors that impede on the use of technology in secretarial profession in tertiary institutions in Bauchi State. The results indicated that items 14, 15, 16, 17, 18, 19 and 20 recorded mean scores above the criterion mean score of 2.50. The overall interpretation suggests strongly agree with grand mean score of 3.09 which is higher than the criterion mean score of 2.50 with a standard deviation of 0.72. It was therefore concluded that high cost of modern technological gadgets and facilities, lack of trained personnel on the usage of these modern gadgets, lack of fund to purchase the gadgets and facilities required to automate office, high cost of maintenance of this gadget and facilities, lack of training and re-training for secretarial staff, lack of good background knowledge of the ICT equipment, and lack of ICT connectivity to secretarial offices are the militating factors that impede on the use of technology in secretarial profession in tertiary institutions in Bauchi State.

Question: Boss's perception on Secretary's job performance on Today's Advance Technological Era.

The boss's perception of a secretary's job performance in today's technological era is likely influenced by several factors, considering the significant impact of technology on the secretary's role. Here are some possible perceptions:

1. Increased efficiency: Bosses may perceive secretaries who effectively utilize technology as more efficient and productive, capable of managing tasks such as communication, scheduling and document preparation with greater ease.
2. Adaptability: Employers may view secretaries who adapt quickly to new technologies and software's as valuable assets, demonstrating a willingness to learn and grow in their role.
3. Technical skills: The ability to proficiently use digital tools, such as office software, email, and calendar management systems, may be seen as essential skills for

- secretaries, and bosses may perceive those who possess these skills as more competent
4. Time Management: With technology enabling faster communication and task completion, bosses may expect secretaries to prioritize tasks effectively, manage their time wisely, and meet deadlines.
 5. Communication: Effective use of Technology for communication, such as email, phone, and video conferencing, may be seen crucial for secretaries, and bosses may perceive those who communicate clearly and professionally as more effective

Some potential challenges that bosses might perceive in secretaries' job performance in the technological era include:

Stress and Overload: Bosses may recognize that the increased pace and demands of technological work can lead to stress and burnout in secretaries, potentially impacting their performance.

Skill Gaps: Employers might identify gaps in secretaries' technical skills or knowledge, requiring additional training or support to ensure they remain effective in their role.

Adapting to Change: The rapid evolution of technology may require secretaries to continually adapt to new tools and systems, which can be a challenge for some bosses to manage

Overall, bosses likely value secretaries who are tech-savvy adaptable and able to effectively manage their workload in today's digital age.

Discussion of the Findings

The result revealed that the needed technological skills for secretarial profession are word processing skills,

spreadsheet operation skills, PowerPoint skills, internet surfing and networking skills, data base management skills, blackboard teaching skills and keyboarding skill and accuracy in tertiary institutions in Bauchi State. The result suggests that these technological skills are indispensable for office secretarial duties as they enable secretaries to efficiently manage and perform tasks such as data processing, communication, and record-keeping. Proficiency in software applications, hardware operations, and digital tools allows secretaries to automate tasks, enhance productivity, and provide timely support to executives and organizations. Furthermore, technological skills enable secretaries to maintain confidentiality, security, and accuracy in handling sensitive information, making them an essential component of modern office administration. The result further established that the mean rating scores on the technological skills needed for secretarial profession is significant in tertiary institutions in Bauchi State. Corroborating the results, Utebor, Nwosu and Azih (2024) found that office secretaries highly require digital foundation skills, and software management skills for global relevance. Similarly, Olaniyi and Mukoro (2020) found that the ability to enter, edit, store and retrieve information properly, manage correspondence through the computer and use facsimile machine, security devices and other modern means of communication are the needed Information and Communication Technology (ICT) skills.

The result showed that electric typewriters, shredding machines, filling equipment, duplicating machines, personal computer and perforating machine are the needed technological facilities for secretarial profession in

tertiary institutions in Bauchi State. The result implies that these technological facilities are essential tools for office secretarial duties, enabling efficient and accurate completion of tasks. These facilities facilitate rapid document production, secure document destruction, organized filing and record-keeping, and precise duplication of materials, thereby streamlining office operations. By utilizing these technological facilities, secretaries can significantly enhance their productivity, precision, and overall performance, making them indispensable for modern office administration. The result further established that the mean rating scores on the technology facilities needed for secretarial profession is significant in tertiary institutions in Bauchi State. In tandem to the result, Olatoye, Adebayo, Oladeji and Oladire (2024) found that electric typewriters, electric computer, shredding machines, telephone equipment, franking machines, filling equipment, duplicating machines, scanning machines, cassette players, personal computer, electric calculators and tape recorders are various types of technology facilities used by secretaries in modern technology era. Also, Abosede and Akintola (2015) found that computer, mobile/cellular phones and LaserJet printer top the list of the currently available ICT facilities in the public universities.

The results also showed that advanced technology enhances secretaries' productivity and efficiency in tasks such as communication, documentation and scheduling. Technology reduces errors and improve accuracy in tasks such as data entry and documentation preparation.

Advanced technology also enables secretaries to complete tasks

faster, allowing for quicker response times and improved service delivery.

Lastly, the result also showed that high cost of modern technological gadgets and facilities, technical problems, such as hardware or software malfunctions, can hinder secretaries job performance. lack of trained personnel on the usage of these modern gadgets, Secretaries require training to effectively utilize advanced technology, which are time consuming and costly. lack of fund to purchase the gadgets and facilities required to automate office, high cost of maintenance of this gadget and facilities, lack of training and re-training for secretarial staff, lack of good background knowledge of the ICT equipment, and lack of ICT connectivity to secretarial offices are the militating factors that impede on the use of technology in secretarial profession in tertiary institutions in Bauchi State. The finding implies that these challenges have impeded office secretarial duties by causing delays, errors, and inefficiencies. Additionally, the rapid pace of technological change has created a steep learning curve for secretaries, requiring them to constantly update their skills and knowledge to effectively utilize new technologies. Furthermore, technological issues such as cyber threats, data breaches, and system crashes have compromised the security and integrity of office operations, hindering the ability of secretaries to perform their duties efficiently and effectively. It was further established that the mean rating scores on the militating factors that impede the use of technology in secretarial profession is significant in public tertiary institutions in Bauchi State. Supporting the findings, Adakole and Lasisi (2018) found that lack of new technological equipment and machines, lack of training and retraining of secretaries, poor power supply etc.

were the challenges of utilizing new technologies by secretaries. In the same vein, Oladeji and Afolabi (2021) found that high cost of modern technological tools and facilities, lack of trained personnel on the usage of these modern devices, lack of funds to purchase the devices and facilities required to automate offices, high cost of maintenance of these devices and facilities, and vulnerability to health hazards are the challenges of secretarial profession in this modern technology era.

Conclusion

In today's advanced technological era, the secretarial profession has evolved to require a high level of technological skills and proficiency in utilizing various technological facilities to efficiently discharge duties. Secretaries must possess expertise in software applications, hardware operations, and digital tools to stay competitive and provide effective support to executives and organizations. However, the challenges of utilizing technology, including equipment malfunctions, lack of technological skills, resistance to change, software glitches, and cybersecurity threats, can hinder secretaries' ability to perform their duties efficiently. To overcome these challenges, secretaries must continually update their technological skills and knowledge to effectively leverage technological facilities and optimize their performance in tertiary institutions in Bauchi State.

Recommendations

Based on the findings of the study, the following recommendations were made;

1. Secretaries should undergo regular training and support to enhance their technical skills to keep them

up-to-date with the latest technology. professional development programs to enhance their proficiency in software applications, such as Microsoft Office, Google Suite, and other specialized software relevant to their industry.

2. Government of Bauchi State should invest in modern and up-to-date technological facilities, including high-performance computers, reliable internet connectivity, and advanced office equipment, such as multifunctional printers and scanners, to support the efficient performance of secretarial duties.
3. Tertiary institutions should establish a dedicated IT support system, including helpdesk services and regular maintenance schedules, to promptly address technological issues and minimize downtime, ensuring that secretaries can efficiently utilize technology to discharge their duties.
4. Both Federal and State Universities should ensure that the institution's technological infrastructure is adequate and up-to-date to support secretaries job performance.
5. The Universities should implement robust cybersecurity measures to protect sensitive information and prevent data breaches.

These findings and recommendations can help tertiary institutions in Federal and Bauchi State Universities Nigeria, optimize the use of advanced technology to improve secretaries' job performance.

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