

Information and Communication Technology-based Office Skills and Effective Administration of Chukwuemeka Odumegwu Ojukwu University (COOU): The Synergy

Okonkwo Juliet Ogonna

Principal Executive Officer

Chukwuemeka Odumegwu Ojukwu University (COOU), Anambra State

ABSTRACT: *The roles of information communication technology in the administration of universities cannot be underestimated. However, this study examines the Information and Communication Technology-based office skills and Effective Administration of Chukwuemeka Odumegwu Ojukwu University (COOU), Anambra State. The descriptive survey research design will be utilized for this investigation. A total number of 85 respondents were used for the study. Simple random procedure was used in sample selection in order to have equal representation of respondents from the two institutions. The research instrument used in selecting sample for this study was the questionnaire and it was analyzed with the use of mean. The study also revealed ICT - based skills to include word processing, office communication, database management, desktop publishing, and reprographic skills. The study maintained that competent work skills are possessed by secretaries to function well in ICT-based office. The study also demonstrated that, in light of the constantly evolving technology breakthroughs and applications in all fields of human endeavor, such necessary skill areas need to be incorporated into the curricula of higher schools for secretaries to be in ICT-based offices. The COOU's management should hire and keep a sufficient number of lecturers in accordance with the minimal requirements. Finally, according to the minimal requirements set forth by the government, management of the COOU shall also provide the secretariat department with suitable physical facilities. Finally, given the rapidly evolving world of technology, all secretaries should try to be computer literate.*

Keywords: ICT, office, skills, Administration, Chukwuemeka Odumegwu Ojukwu University

1.1 Introduction

Efficiency is being improved with the adoption of information and communication technology (ICT) across all spheres of human endeavor. People, organizations, and governments from all over the world are utilizing this chance to change the way many industries operate by developing new abilities. In the public sector, information and communication technology has been acknowledged as a key component for efficient service delivery. Information and communication technology (ICT) has altered the aesthetic of offices, giving workplaces a fresh appearance. This is especially evident in the area of office management and administration (Agomuo, 2005). The preservation, recollection, sharing, and relaying of messages for information and communication purposes are all made better, according to the author, by information and communication devices, equipment, and facilities. Agomuo added that many tasks that were formerly completed manually in offices can now be performed using electronic technologies. As a result, office tasks can be completed more effectively and efficiently. Faster, cleaner, more precise, and more reliable outputs are being produced by new digital machinery and electronic equipment. Today, information and communication technology (ICT) is used most frequently by office managers and their helpers, which increases organizational effectiveness.

The globe has become a global village as a result of the new concepts brought forth by information and communication technology (ICT). Information and communication technology (ICT) is, according to Ofurum and Ogbonna (2008), the fusion of computing, telecommunication, and audiovisual systems for the purposes of gathering, processing, storing, and transmitting spoken, pictorial, textual, and numerical information. The use of video, communications, and computing technologies enables these fundamental ICT goals. The ability to process and store information is provided by computing techniques, the ability to communicate information to users is provided by telecommunicating techniques, and the ability to display images in high definition by video techniques. Igbinoba (2005) defined information and communication technology (ICT) as the skillful application of information and communication processes and technologies to gather, analyze, store, recall, and send accurate information from one location to another. Information and communication technology (ICT) in this study refers to equipment utilized for handling, sending, or communicating data and information electronically. ICT usage calls for a unique set of abilities that are necessary for any task.

Information and communication technology use in offices has been heavily emphasized as a result of the strategic position that offices hold within any given organization as the information hub. The office is a site of action because of its universality, where numerous tasks required for processing information are carried out. Each task entails using some sort of technology (Agomuo, 2005). The office has been described as a location where administration, or the management and handling of information, takes place, the author continued. Oyesode (2006) defined an office as a location (room or structure) where administrative or clerical work for a company is carried out. The author also noted that an organization's office is where administrative, clerical, and financial tasks are completed. Information and communication technologies (ICTs) are used by a variety of business sizes, including small, medium, and large corporations, to carry out their core business functions in today's offices. Offices utilize a variety of intelligent devices, including photocopiers, computers, fax machines, electronic communication, and image processing, among others, to carry out tasks

more effectively (Eze, 2000). According to Oyesode (2005), these integrated systems not only guarantee the efficient execution of fundamental office tasks but also increasingly serve as crucial management and client interfaces in contemporary workplaces.

Undoubtedly, an office skill set based on information and communication technology (ICT) gives secretaries new tasks and responsibilities. Due to these increased tasks, secretaries now need to complete more coursework and acquire new credentials and abilities (Akpomi & Ordu, 2009). In the past, secretaries had to manually carry out their duties, which meant that records and documents had to be kept on paper and kept in files and drawers. Modern office equipment has forced secretaries to improve their skills in order to be productive and efficient. Many secretarial and office tasks that were previously performed manually have become digitized. Secretarial duties have experienced numerous technical modifications worldwide, according to Atakpa (2010). To remain relevant in modern companies given the variety of office technologies, secretaries must acquire new skills. The adoption of Information and Communication Technology (ICT) in contemporary workplaces and organizations would increase the productivity and interest of secretarial job. Word processors are replacing typewriters, while spreadsheets are taking the place of calculators. The equipment in workplaces and the behaviors of work groups have altered as a result of information and communication technology (ICT). Of course, no secretary today would want to work in a setting where manual information processing and other secretarial tasks like administrative work are still the norm (Oni, 2001).

A secretary is an executive's helper who has mastered office procedures and the capacity to assume responsibility without direct supervision, according to Mayer (2013). The secretary shows initiative, uses discretion, and makes judgments that are within the parameters of their power. A trained secretary should have broad business knowledge; versatility in accounting, human resources, office procedures, and communication, as well as awareness of how all departments operates inside the company where he or she works. This contrasts with an untrained secretary who is simply familiar with shorthand, typing, and fundamental office procedures. The secretary's likelihood of employment is significantly influenced by the work skills she has developed. Secretaries would need to be skilled in word processing, database management, desktop publishing, micrographics, reprographics, and office communication in order to operate ICT-based equipment and facilities in an efficient manner (United Nation Educational Social and Cultural Organization, UNESCO and International Labour Organisation, ILO 2004).

Organizing people and resources effectively to steer operations toward a shared goal and set of objectives is the process of administration. Eksteen (2001) further notes that administration is one of the responsibilities necessary for efficient company operations to guarantee the smooth daily operations of an organization. Controlling office activities and other administrative tasks are included in the study's definition of administration. According to Amebenomo (2002), the fundamental tenets of effective documentation, negotiation tactics, decision-making, and problem-solving must form the foundation of any organizational system's administrative framework. The author went on to say that these concepts are crucial components of administrative duties and that every administrator must try to ensure that the organization they oversee has efficient communication. The use of ICT tools like the telephone, computer networking, and e-mail, among others, in processing, managing, and disseminating timely and correct information for organizational decision-making and problem-solving, is the only way to make these functions more effective. Therefore, effective ICT facility use is crucial for the administration and efficient functioning of the University. The success, efficacy, and efficiency of service delivery in the system will depend on how well and precisely the secretaries can employ ICT resources. In addition, the subpar and unreliable method office procedures are carried out, particularly manually in university offices, raises the possibility that secretaries lack the qualifications for ICT-based offices.

It is questionable whether secretaries employed by the Chukwuemeka Odumegwu Ojukwu University (COOU) are sufficiently skilled in the use of ICT for their work and service delivery in light of the aforementioned shortcomings in communication, documentation, and information processing in local governments in Nigeria. Investigating the information and communication technology (ICT)-based office skills needed by secretaries employed by Chukwuemeka Odumegwu Ojukwu University (COOU), Anambra State, Nigeria, is therefore vital.

1.2 Research Problem

In Nigeria, the local level of government is the third. It is tasked for overseeing and fostering the welfare of the general populace. For the Chukwuemeka Odumegwu Ojukwu University generates, processes, stores, retrieves, and distributes information about finances, personnel, works, and politics among other things. The processing, storing, retrieval, and reporting of the information are primarily the duties of the secretaries employed by the management administration. Now that information and communication technologies are being used in more organizations, secretaries no longer need to execute these crucial office tasks manually.

The extent to which secretaries use ICT for processing, storing, retrieving, and disseminating information in the local governments, however, is called into doubt by reports of data loss of various kinds in the Chukwuemeka Odumegwu Ojukwu University. Inability to compile and coordinate data required to allow revenue generating without a computer. The instances of fraud, the disclosure of various pieces of information, the lack of security for financial personnel, including tax collectors and licensing officials, political

and administrative data, and the delays experienced by staff and other stakeholders with the sending and receiving of messages, circulars, and memos from COOU all raise questions about whether or not ICT facilities are used for University activities. More missing circulars, memos, and other papers were found in Chukwuemeka Odumegwu Ojukwu University, according to the researcher's preliminary investigation.

In addition, despite the fact that many offices had some ICT infrastructure and resources, office tasks in local governments were shown to be conducted manually. According to the situation, it's possible that the secretaries lack the ICT abilities needed to function in the offices. This makes it important for this study to identify the ICT-based office skills that secretaries in Chukwuemeka Odumegwu Ojukwu University, Anambra State need in order to be effective in their roles.

1.3 Research Questions

The study will answer the following research questions:

1. What are the language processing skills necessary by Secretaries for efficient administration in Chukwuemeka Odumegwu Ojukwu University?
2. In order to ensure efficient administration at Chukwuemeka Odumegwu Ojukwu University, what are the minimum requirements for secretaries in terms of database management skills?
3. In order for secretaries at Chukwuemeka Odumegwu Ojukwu University to be competent in their administrative roles, what kinds of desktop publishing abilities are expected of them?
4. What kind of office communication abilities are needed by secretaries to run Chukwuemeka Odumegwu Ojukwu University efficiently?
5. What kinds of talents in reproduction are necessary for secretaries to have in order to ensure efficient administration at Chukwuemeka Odumegwu Ojukwu University?

However, the study limited to Chukwuemeka Odumegwu Ojukwu University (COOU), Anambra State, Nigeria. Anambra State is a State in Eastern Nigeria. The study limited to information and communication technology-based office skills required by secretaries for effective administration of local governments. This study is specifically delimited to the skills required by the secretaries in word processing, desktop publishing, database management, reprographic, and office communication skills.

2.0 REVIEW OF RELATED LITERATURE

2.1 Conceptual Framework

Information Communication Technology (ICT)

Konni (2002) defined Information and Communication Technologies (ICT) as the technology that supports activities involving the creation, storage, manipulation and communication of information together with the related methods, management and application. Information and communication technology, according to Uwabueze and Ozioko (2011), is a set of tools that facilitates working with information and carrying out tasks associated with the information process. According to the United Nations Educational, Scientific, and Cultural Organization (UNESCO, 2013), ICT may support equitable access to education, high-quality learning and instruction, professional development for teachers, and effective management, governance, and administration. According to Deebom and Zite (2016), ICT and IT (Information Technology) are frequently used interchangeably. The key distinction is that information technology (IT) refers to an entire industry that uses computers, networking, software, and frequently equipment to manage information, whereas information communication technology (ICT) covers all forms of communication, including telephone, mobile phones, etc.

Administration

Eksteen (2001) defines administration as those tasks necessary for a business's efficient organization; the office, in particular, makes sure that an organization's day-to-day activities run smoothly. The act of managing others to accomplish a task is known as administration. It can be thought of as the pillar around which all organizational operations revolve. Any organization or municipal government's success or failure is mainly determined by the caliber of the administrative machinery it has put in place. To ensure the achievement of the aims of making excellent use of the ICT-based office skills required of secretaries, administration encompasses all the actions and efforts of the local government authorities. According to this definition, administration entails both the day-to-day operations of an organization as well as the implementation of its policies and programs. In a similar spirit, Hartzell (2006) describes administration as essentially an organizational process focused on the execution of goals and plans as well as internal worker effectiveness. According to Keeling (2001), administration is concerned with carrying out executive responsibilities, carrying out decisions and policies in order to achieve a goal, and managing the day-to-day operations of an organization. The article went on to say that management comprises overseeing office operations and other administrative tasks. It is the planning and use of people and resources to achieve a goal.

However, the administrative machinery of every organizational structure must be based on a few fundamental administrative concepts, including Amebenomo (2002) principles of effective documentation, negotiation strategies, and problem-solving methods. He added that these ideas are a critical component of administrative duties. Every administrator is responsible for fostering efficient communication within the organization they oversee. The use of ICT tools like the telephone, computer networking, and e-mail, among others, in processing, managing, and disseminating timely and correct information for local government decision-making and problem-solving, is the only way to make these activities more effective. Therefore, a well-run office will result from the effective use of ICT facilities in the administration of local government. The process of administration entails making the best use of available human, financial, and material resources in order to achieve the aims or objectives of the Universities.

2.2 Theoretical Framework

According to Olaitan, Ali, Eyoh, and Sowande (2000), a hypothesis is a postulation that needs more explanation to make sense. A theory is an effort to synthesize and integrate empirical evidence from maximal clarification and unification, according to Osuala (2005). In the meantime, according to Okorie (2001), a theory is a description of an apparent relationship or underlying principles of specific observed events that have been at least partially validated. Based on this, Artherson (2003) emphasizes that no theory can be considered scientific until it can be put to the test. The Socio-Technical Theory of Organization, the Diffusion of Innovation Theory, and the Theory of Skill Acquisition Theory serve as the foundation for this work's theoretical framework.

Socio-Technical Theory of Organisation

Trist and Bramforth developed the socio-technical theory of organization in 1951. According to the notion, the workplace is a socio-technical system rather than just being a technical or social system. According to the theory, the ability of the social system to meet the technical or technological demands placed on it by the technological system (machines, tools, and equipment) will determine how effectively the entire production system functions. The idea also contends that a change in one of an organization's social or technical systems will need equal adjustments in the other. According to the theory, management's main responsibilities have to do with the entire system of its technological and social surroundings, rather than just with the interest in rules and controls.

The socio-technical theory is pertinent to this study because information and communication technologies need local government secretaries to learn new skills in order to manage the local government effectively. Additionally, the efficiency of local government administration will now depend on how well the secretaries (social system) and ICT resources (technical system) can work together in terms of day-to-day operations.

Information/Innovation Diffusion Theory

Rogers introduced the transmission of information and innovation theory in 1962. This theory clarifies how new ideas are presented to and embraced by distinct societies. The notion states that any invention should be disclosed to the public, and that the public should be ready to accept and implement the innovation. According to the notion, an innovation is an idea, practice, or endeavor that a person, a group, or a society perceives as novel. Innovation is the primary subject of innovation theory. According to the theory, innovations are changes that take place in a person or a social system as a result of the acceptance or rejection of new procedures, processes, or techniques.

The current study is related to the diffusion innovation theory in that employees, especially secretaries, should embrace and accept the innovation in offices as a result of innovation driven by information and communication technology (ICT) by obtaining the necessary skills for the job. Today's office environment has changed as a result of innovation, and employees of local governments, particularly the secretaries, should use this opportunity by learning the new skills required by the transformation.

Theory of Skill Acquisition

Hubert and Stuart introduced the notion of skill acquisition in 1986. The theory suggests that the formal educational system is a process that involves the development of abilities that will enable people to deal with various tasks. The theory goes on to claim that formal education and training are the only ways to learn "what" or "that" and "how." According to the view, knowledge is a learned skill that is developed through time by education and experience, moving a person from "knowing that" to "knowing how." Theoretically, skill development or skill acquisition is crucial for the effective and efficient running of daily operations, whether they be social, economic, political, or technological.

2.3 Empirical Review

In tertiary institutions in Anambra State, Oguejiofor and Okem (2021) analyze the impact of office automation on secretaries' information processing and communication abilities. The study was directed by two research questions, and two hypotheses were investigated. The study's research design was a descriptive survey. All 506 secretaries from the six higher institutions in Anambra State made up the study's sample. An approved structured questionnaire created by the researchers served as the data gathering tool. With an overall reliability co-efficient of 0.76, the Cronbach Alpha reliability test of the instrument produced coefficient values of

0.75 and 0.77 for clusters B1 to B2, respectively. The mean, standard deviation, and t-test were used to assess the data that were gathered for the study. The research questions were answered using the mean value, and the standard deviation was utilized to determine whether or not the responses of the respondents were uniform. The null hypotheses were tested using the t-test at the significance level of 0.05. The study's conclusions showed that modern office automation enhances secretaries' ability to handle information and communicate in tertiary institutions in Anambra State. Findings also showed that secretaries' opinions on the degree to which current office automation increases their productivity were unaffected by their educational background or years of experience. In order to succeed in the world of electronic records, OTM polytechnic graduates must have certain competences, according to Ovbiagele, Mgbonyebi, and Olaniye (2019). The study was directed by two research questions and two null hypotheses. With a population of 145 OTM lecturers in public polytechnics in South-South Nigeria, a descriptive survey design was used. Due to the population's manageable size, the entire population was utilized as the sample. A systematic questionnaire with a five-point scoring system was used to gather the data. The instrument was validated by three specialists, and the cronbach alpha reliability coefficient, which has a coefficient of 0.85, was used to assess the instrument's dependability. Mean and standard deviation were used to evaluate the data, and a t-test with a significance threshold of 0.05 was performed to assess the null hypotheses. The study found that word processing and database administration skills were necessary for office e-records management in the e-records world of work in order for OTM graduates to be globally competitive. According to the tested hypotheses, there were no appreciable variations between male and female OTM lecturers' mean ratings of the competences in office e-records administration needed for OTM graduates. Similar to this, Ofozoba and Ikedimma (2019) evaluated the ICT skills secondary school principals in the state of Anambra needed for administrative effectiveness. The study used a descriptive survey research design. The study included the entire population. ICT Competency Questionnaire (ICTCQ) specialists from the faculty of education at Nnamdi Azikiwe University Awka verified the 41-item questionnaire used to collect data. The reliability index was calculated using Cronbach's alpha, and it was 0.71. Mean and the t-test were used for data analysis. According to the research, secondary school principals in the state of Anambra must possess computer operational, internet/networking, and ICT safety skills. However, the mean assessments of male and female principals on the ICT skills necessary for efficient administration were very different. In a similar vein, Obiekwe and Obadigie (2019) looked at the ICT skills required of secondary school principals in Anambra state in order to be good administrators. To do this, the researchers developed three goals, three study questions, and three hypotheses that were evaluated at the significance level of 0.05. The study used a descriptive survey research design. The study included the entire population. ICT Competency Questionnaire (ICTCQ) specialists from the faculty of education at Nnamdi Azikiwe University Awka certified a 41-item questionnaire used for data collection. The reliability index was calculated using Cronbach's alpha, and it was 0.71. Mean and the t-test were used for data analysis. According to the research, secondary school principals in the state of Anambra must possess computer operational, internet/networking, and ICT safety skills. Additionally, Buseni (2013) investigates how the employment of information and communication technology affects public sector secretaries' performance in Nigeria's Bayelsa State. A trustworthy and acceptable reporting mechanism that will increase productivity in the public sector will determine the caliber of secretaries that are accessible. Only a human resource development organization that is effective and efficient can do this. The paper employed both primary and secondary data to accomplish its goal. 95 public sector secretaries in Bayelsa State completed a well-structured questionnaire to collect the main data, which was then analyzed using multiple regression and diagnostic test econometric models. The instrument's dependability was examined using the Cronbach's alphas model. The study discovered a favorable and significant relationship between the performance (productivity) of public sector secretaries in Bayelsa State, Nigeria, and the use of computer, telecommunication, and video techniques.

3.1 RESEARCH METHOD

The descriptive survey research design will be utilized for this investigation. According to Ali (2006), a descriptive survey research design is one in which a group of people or items are studied by collecting and analyzing data from a few people considered as a representative of the population using a questionnaire. This is done in the context of a descriptive survey research design. It has been determined that a descriptive survey research design is the most suitable approach to take for this particular study. This is due to the fact that a structured questionnaire will be used to elicit responses from respondents regarding the extent to which ICT-based office skills are required by secretaries for efficient administration at Chukwuemeka Odumegwu Ojukwu University.

85 people make up the population of this study. 17 administrative secretaries and 68 professional secretaries from Chukwuemeka Odumegwu Ojukwu University make up the population of Chukwuemeka Odumegwu Ojukwu University. The demographic information also includes administrative assistants and secretaries. On the other hand, in order to answer the research questions, the data that were gathered for the study will be examined using the mean (\bar{x}), and the null hypotheses will be checked using a t-test at a significance level of 0.05. The hypotheses were examined with the t-test, and Hypothesis H05 will be assessed with the one-way analysis of variance (ANOVA). In the event that the significant value of the calculated t-value is less than or equal to the criterion significance of 0.05 level of significance, the null hypothesis will be accepted. If this is not the case, the null hypothesis will be rejected in the course of the testing of hypotheses.

4.0 ANALYSIS AND DISCUSSION OF FINDINGS**4.1 Data Presentation and Analysis****Research Question 1**

What are the language processing skills necessary by Secretaries for efficient administration in Chukwuemeka Odumegwu Ojukwu University?

S/N	ITEMS	VMR	MR	R	SHR	NR	M	Decision
1	Keyboarding with speed and accuracy	65	10	10	0	0	4.9	Accepted
2	Knowledge and skill in the use of software programs	40	20	20	5	0	4.4	Accepted
3	Skill in formatting and proofreading documents	40	15	15	5	10	4.0	Accepted
4	Proficiency with grammar, punctuation, and spelling	50	10	20	5	0	4.5	Accepted
5	Insert text, page set-up, including delete text, reset line spacing, margins/tabs, paragraph, font specification, headers, footer and page numbering networks	40	10	10	10	15	3.8	Accepted
6	Ability to print documents, Retrieve documents saved in external or back-up drives	50	10	10	10	5	4.3	Accepted
7	Skill in preparing copy from audio recordings, if employed as a transcriptionist	40	40	5	0	0	4.6	Accepted
8	Open files saved in external drives	40	10	10	10	15	3.8	Accepted

Source: Field Survey, 2022

According to the table that can be found above, Secretaries at Chukwuemeka Odumegwu Ojukwu University (COOU) are required to have the following word processing skills in order to effectively administer the university: the ability to type quickly and accurately (65), knowledge and skill in the use of software programs (40), skill in formatting and proofreading documents (40), and proficiency with grammar, punctuation, and spelling (65). (50), Text to be inserted, page setup, including deleting text, resetting line spacing, margins/tabs, paragraph, font specification, headers, footers, and page numbering networks (40), Printing capabilities, as well as the ability to retrieve documents that have been stored in external or back-up disks (50), If you want to get a job as a transcriptionist (40), you need to have the ability to open files that have been saved on external disks and the skill to create copies from audio recordings (40).

Research Question 2

In order to ensure efficient administration at Chukwuemeka Odumegwu Ojukwu University, what are the minimum requirements for secretaries in terms of database management skills?

S/N	ITEMS	VMR	MR	R	SHR	NR	MEAN	DECISION
1	Create and maintain a data	60	10	10	5	0	4.8	Accepted
2	Extract and list all records	50	10	10	5	10	4.3	Accepted
3	Sort records in ascending or descending order	65	10	10	0	0	4.9	Accepted
4	Generate formulated text with subtotals and totals	40	20	20	5	0	4.4	Accepted
5	Ability to operate database	50	10	10	10	5	4.3	Accepted
6	Skills on how to create payroll for workers of different grade levels.	40	10	10	10	15	3.8	Accepted

Source: Field Survey, 2022

According to the table that was just presented, the following database management abilities are required of secretaries at Chukwuemeka Odumegwu Ojukwu University in order to ensure efficient administration: Create and maintain a data base (65), Retrieve and create a list of all of the records (50), Arrange the records either in a descending order or an ascending order (65) Generate formulated text with subtotals and totals (40), Ability to handle database (50), and Skills on how to make payroll for workers of different grade levels (50) are all required (40).

Research Question Three

In order for secretaries at Chukwuemeka Odumegwu Ojukwu University to be competent in their administrative roles, what kind of desktop publishing abilities are expected of them?

S/N	ITEMS	VMR	MR	R	SHR	NR	MEAN	DECISION
1	Keyboarding with speed and accuracy	65	10	10	0	0	4.9	Accepted
2	Typeset and do colour separation	40	20	20	5	0	4.4	Accepted
3	Translate electronic information to other traditional forms	40	15	15	5	10	4.0	Accepted
4	Skills in use of software program	50	10	20	5	0	4.5	Accepted
5	Skill in formulating and proofreading documents	40	10	10	10	15	3.8	Accepted
6	Skills in dictating text and commands if using speech recognition	50	10	10	10	5	4.3	Accepted
7	Ability to use scanners to capture photograph, images or art	40	40	5	0	0	4.6	Accepted
8	Skills in typesetting and page layout	40	10	10	10	15	3.8	Accepted
9	Skills to assemble files in the proper digital format for printing.	40	15	15	5	10	4.0	Accepted
10	Skills to manipulate graphics	50	10	20	5	0	4.5	Accepted

Source: Field Survey, 2022

According to the table above, secretaries at Chukwuemeka Odumegwu Ojukwu University need the following desktop publishing skills in order to effectively administer the university: the ability to type quickly and accurately (65 points), the ability to typeset and separate colors (40 points), the ability to translate electronic information into other traditional forms (40 points), the ability to use software programs (50 points), the ability to formulate and proofread documents (40 points), and the ability to dictate text and commands if speech recognition (50), Having the ability to utilize scanners to capture photographs, photos, or works of art (40), having skills in typesetting and page layout (40), having the ability to assemble files in the appropriate digital format for printing (40), and having the ability to modify graphics are all required (50).

Research Question 4

What kind of office communication abilities are needed by secretaries to run Chukwuemeka Odumegwu Ojukwu University efficiently?

S/N	ITEMS	VMR	MR	R	SHR	NR	M	decision
1	Use of voice mail, e-mail, and internet	40	15	15	5	10	4.0	Accepted
2	Use of telephones and mobile phones	50	10	20	5	0	4.5	Accepted
3	Operate videoconference facilities	40	10	10	10	15	3.8	Accepted
4	Use of fax machines	50	10	10	10	5	4.3	Accepted
5	Send and receive correspondence by telex	40	40	5	0	0	4.6	Accepted
6	Transmit and distribute text images	50	10	10	5	10	4.3	Accepted
7	Develop effective routing patterns	65	10	10	0	0	4.9	Accepted
8	Browse and download information in internet	40	20	20	5	0	4.4	Accepted

Source: Field Survey, 2022

Using voice mail, e-mail, and the internet (40), using telephones and mobile phones (50), operating videoconference facilities (40), using fax machines (50), sending and receiving correspondence by telex (40), transmitting and distributing text images (50), developing effective routing patterns (65), and browsing and downloading information in a database are some of the office communication skills required by secretaries for effective administration at Chukwuemeka Odumegwu Ojukwu University (40).

Research Question 5

What kinds of talents in reproduction are necessary for secretaries to have in order to ensure efficient administration at Chukwuemeka Odumegwu Ojukwu University?

S/N	ITEMS	VMR	MR	R	SHR	NR	Mean	Decision
1	Use copier to photocopy documents	40	10	10	10	15	3.8	Accepted
2	Enlarge and reduce documents using copiers	50	10	10	10	5	4.3	Accepted

3	Create different master copies	40	40	5	0	0	4.6	Accepted
4	Skills in laminating documents	50	10	10	5	10	4.3	Accepted
5	Index and catalogue files appropriately	65	10	10	0	0	4.9	Accepted

Source: Field Survey, 2022

According to the table that can be found above, secretaries at Chukwuemeka Odumegwu Ojukwu University need to have the following reprographic skills in order to effectively administer the university: the ability to use a copier to photocopy documents (40), the ability to enlarge and reduce documents using copiers (50), the ability to create different master copies (40), the ability to laminate documents (50), and the ability to appropriately index and catalogue files (65).

4.2 Discussion of Findings

Based on the findings above, secretaries at Chukwuemeka Odumegwu University need the following word processing abilities for efficient administration: the ability to use software programs effectively, proficiency in document layout and proofreading Grammar, punctuation, and spelling proficiency Add text, set up a page, remove content, adjust line spacing, margins and tabs, paragraphs, font specifications, headers, footers, and page numbering networks, etc. document printing capability, retrieved documents from backup or external disks, If working as a transcriptionist, the ability to open data stored on external disks and the capacity to prepare copy from audio recordings.

According to the statistics above, secretaries at Chukwuemeka Odumegwu Ojukwu University need the following database management skills: create and maintain data, Obtain and list every record, records can be sorted by ascending or descending, formulating text with totals and subtotals, ability to use a database and expertise in creating payroll for employees at various grade levels.

According to the findings above, secretaries at Chukwuemeka Odumegwu Ojukwu University need the following computer publishing skills for efficient administration: type everything out and separate colors, Convert electronic data to other conventional formats, knowledge of how to operate software, Ability to write and edit documents, Capability to dictate text and instructions when utilizing speech recognition, the capacity to employ scanners to collect photographs, pictures, or works of art knowledge of typography and page design Skills in visual manipulation and the assembly of files in the appropriate digital format for printing.

According to the statistics above, efficient office communication skills for secretaries at Chukwuemeka Odumegwu Ojukwu University include using voice mail, e-mail, and the internet. Using phones and mobile devices, operate fax machines, videoconferencing equipment, Telex is used to send and receive correspondence. Send and disseminate text and image Create efficient routing strategies, browse the internet, and download information. According to the statistics above, the reprographic abilities needed by secretaries at Chukwuemeka Odumegwu University include using a copier to copy papers, use copiers to enlarge and decrease documents create various master copies, document lamination skills, appropriately index and catalog files.

5.0 Conclusion and Recommendations

The purpose of the study is to examine the information and communication technology (ICT)-based skills needed by secretaries at Chukwuemeka Odumegwu Ojukwu University (COOU), in the state of Anambra. The development of information and communication technologies has given offices in the modern world a new appearance. The majority of office tasks are now carried out by machines with little interference from men, giving rise to what are today referred to as ICT-based offices. Word processing, office communication, database management, desktop publishing, and reprographic skills were also identified as ICT-based skills in the survey. The survey also found that the likelihood that secretaries will find employment is primarily dependent on their ability to manage modern offices. According to the survey, secretaries need to have competent work abilities in order to perform their duties in an office that uses ICT. For instance, secretaries must have the abilities to function as responsible citizens in today's heavily ICT-based offices. On the basis of the study's findings, the following suggestions are made:

1. The study also demonstrated that, in light of the constantly evolving technology breakthroughs and applications in all fields of human endeavor, such necessary skill areas need to be incorporated into the curricula of higher schools for secretaries to be in ICT-based offices.
2. The COOU's management should hire and keep a sufficient number of lecturers in accordance with the minimal requirements.
3. According to the minimal requirements set forth by the government, management of the COOU shall also provide the secretariat department with suitable physical facilities. Finally, given the rapidly evolving world of technology, all secretaries should try to be computer literate.

Conflict of Interest Statement

The authors declare no conflicts of interests.

About the Author

Okonkwo Juliet Ogonna is a Principal Executive Officer in Chukwuemeka Odumegwu Ojukwu University (COOU), Anambra State, Nigeria. She hails from Ogidi, Idemili North in Anambra State. She obtained her B.Sc Public Administration in Chukwuemeka Oduemegwu Ojukwu University (COOU) (formally Anambra State University), Anambra State, Nigeria, M.Sc Public Administration in Imo State University and PhD Public Administration in view at Nnamdi Azikiwe University, Awka.

REFERENCES

- Agomuo, E. E. (2005). Modern Office Technology, Issues, Procedures & Practice, Nsukka, University of Nigeria Press Ltd.
- Akpomi, M. E. & Ordu, P. (2009). Modern Office Technology and the Secretary's productivity in private business organisations *African Journal of Business Management* 3(3), 333-339
- Amenebono, A. B. (2002). Effective Administration in the Secondary School System, *Journal of the all Nigeria Conference of Principals of Secondary School (ANCOPSS)*, 5(5), 1-6
- 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
- Deebom, M., T. & Zite, B, N, (2016). Effectiveness of Information Communication Technology (ICT) in Teaching and Learning in Public Senior Secondary Schools in Ogoni Area, Rivers State. *International Journal of Education and Evaluation* 2 (4), 34-45
- Eze, F. O. (2000). Modern Office Information Technology: Effective Secretarial and Office Management. Enugu State Local Government Commission.
- Eksteen, F. R. L. N. (2001). Business Management. An introduction. Cape Town Hason Europe and the United States; Research Memorandum G D-60 Groningen Growth and Development Centre, University of Groningen.
- Hartzell, D. (2006). Dictionary of Management Academic's, Educational Printing and Publishing Academic's.
- Igbinoba, M. O. (2000). The automated office and its implications for the training of the 21st century secretary. *Business Education Journal*, 3(3), 118-126.
- Keeling, B. L. (2001). Administrative Office Management. Cincinnati, South Western.
- Mayer, R.N., (2013). A progressive approach to secretarial classification. *Pers. Journal.*, 11(3), 28-32
- Obiekwe, K. K. & Obadigie, E.O. (2019). Information and communication technology competencies needed by principals for administrative effectiveness in secondary schools in Anambra State. *International Journal of Social Sciences and Management Research*, 5(3), 1-13
- Ofozoba, C. A. & Ikedimma, I. (2019). Information and communication technology competency needs of principals in the management of secondary schools in Anambra State. *IOSR Journal of Research & Method in Education (IOSR-JRME)*, 9(6), PP 57-65
- Ofurum, C.O. & Ogbona, G.U.(2000). Accounting Information Systems, Owerri Ban Publication.
- Oguejiofor, C.S. & Okem, C. I. (2021). Influence of modern office automation on secretaries' information processing and communication skills in tertiary institutions in Anambra State. *Multidisciplinary Journal of Vocational Education & Research*, 4(1), 203 – 213
- Okorie, J.U. (2001). Developing Nigeria's Workforce. Calabar: Page Environs Publishers.
- Olaitan, S.O., Ali, A. Eyo, E.E. & Sowande, K. G. (2002). *Research Skills Education and Social Science* Onitsha: Cape Publishers
- Oni, O. (2001). Functions of the Secretary in the Era of Information and communication Technology, *The Certified Secretary and Reporter* 11(1), 20-26
- Osuala, E.C. (2004). Principles and Methods of Business and Computer Education. Enugu: Cheston Agency Ltd.
- Oyesode, S.A. (2006). The Impact of Office Automation on Secretarial Practice. *Journal of Office Management and Technology*. 1(1), 160-166. Paper presented at National Summit on Education on Repositioning Nigeria Educational system for the achievement of the National 20-20-20 vision. Abuja
- Ovbiagele, A. O., Mgbonyebi, D. C. & Olaniye, V. (2019). Electronic records management competencies required of polytechnic office technology and management graduates in South-South Nigeria. *Nigerian Journal of Business Education (NIGJBED)*, 6(1), 464- 472
- Rogers, E.M. (1962). Diffusion of innovation model. <http://nnlm.gov/pnr/eval/rogers.html>
- Trist, E.L. & Branforth, K. W. (1951). Socio-Technical Theory of Organisation. *Journal of Engineering and Technology Management*.
- UNESCO & ILO (2002). Technical and Vocational Education and in a Developing Economy. *Business Education Journal* 1(2), 13-19.
- UNESCO-UNEVOC International Centre for Technical and Vocational Education and Training m.zarini@unevoc.unesco.org

Uwabueze, A.U and Ozioko, R (2011). Information and Communication Technology For Sustainable Development in Nigeria. Library philosophy and Practice (e-journal). Paper 600