

**OPERATIONAL TECHNIQUES AND BEHAVIOURAL REQUIREMENTS OF
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Agriculture and Technology, Igboora, Oyo State; E-mail: idayatullahi2016@gmail.com****Abstract**

This research work was carried out to examine the operational techniques and behavioural requirements required of Confidential Secretary for effective Office Administration in Oyo state College of Agriculture and Technology, Igboora, Oyo State. To achieve the purpose of this study, two research questions were raised as guide and relevant literatures were consulted to acquire necessary information on the study. A descriptive survey research design was employed in the study. A total of forty (40) secretaries from Oyo State College of Agriculture and Technology were used for the study. A self-designed four rating scale structured questionnaire was used as an instrument for data collection. The questionnaire was administered by the researcher with the aid of a research assistant. The data collected were coded into Statistical Package of SSPS. Weighted mean score and standard deviation were used to answer the research questions. The finding from this research work shows that constant operational techniques and behavioural requirement improves the levels of confidential secretary's productivity, efficiency and effectiveness. It makes organizational objectives to be attained. It was recommended that the secretary should develop interest in refreshing and upgrading themselves through reading newspapers, books and other related office technology and management materials as to boost their knowledge and skills in carrying out their work as required. The secretary should also develop good moral skills in dealing with people around him or her both within and outside the business premises. This will help the business organisation to enjoy the customer patronage thereby increasing the company good image.

Keywords: Operational skill, Behavioural, Effective, Administration, Secretary

Introduction

Many people have tried to define who is Secretary; often someone who is called a Secretary merely performs routine office duties as typing, filling and answering the telephone. These activities do not call for much decision making or an extensive background of training and education. The word Secretary is derived from the Latin word 'secretaries' which means a notary scribe (something known only to one or few and kept secret or hidden from the view of others) an assistant. This title was applied to various confidential offices and embraces the idea of secrecy. Emeti, (2007) indicated that the modern Secretary can be defined as a person who, with a sound general education has passed through a prescribed and programmed training in secretarial work and who processes both personal and business attributes necessary for the optimum performance of their duties in an organisation.

According to Omotosho, (2007), the duties performed by secretaries in various organisations are very important. These duties include representing the boss when he is not in the office, drafting routine letters supervising other clerical workers and at times taking decisions that affect most employers therefore place a lot of emphasis on the efficiency of secretaries. It is an indisputable fact that efficient secretaries most times make executives. In the same vein, sterling and Shaw, (2001) stated that for effective administrative work secretary should adopt some techniques which include setting up and maintaining appointment schedules and work schedules for the office. Planning work activities for the staff and making decision about properties of work performs general office work in the living executives and other company officials of minor executives and clerical duties, take dictation using shorthand or a stenotype machine. Also, there are various behavioural requirements required of secretary in an organisation of which are

ethical behaviour which refers to how an organisation take decisions, actions and stakeholder's interaction conform to the organisation moral and professional principles. The principles support all applicable laws and regulations and are the foundation for the organization's culture and values.

Emeti, (2010) opined that ethical behaviour is that which is normally accepted as good as right as opposed too bad or wrong in a particular setting. Is it ethical for example, to pay a bribe to obtain a business, contract in a foreign country? Is it ethical to allow your company with holds information that might discourage a job candidate from joining your organisation? Is it ethical to ask someone to take a job you know will not be good for his/her career progress? Is it ethical to do personal business on company necessary that government officials, managers, workers in general and the organisation will represent an act according to high ethical and moral standards. The future will bring a renewed concern with maintaining high standards of ethical behaviour in organizational transaction and in workplace. Secretary who demonstrate unethical behaviour do not promote the fortunes and well-being of the business organisation and it could be fairly challenging to achieve success in such organizations. Hence, this prompt the researcher to conduct a study on operational techniques and behavioural requirements of confidential secretary for effective office administration.

Statement of the Problem

Secretary is regarded as the engine room of any organization due to unquantifiable professional contributions. Organisation is expected to reach it goals at the expected time when secretary is able to adopt necessary techniques and also exhibit a good moral conduct in an organisation. Nowadays, it is observed that some ogranisations lost their good image due to the unprofessional manner secretaries carry out their duties. It is observed that some secretaries could not construct a simple English talkless of typing a mailable letter. Methods of receiving and retrieving documents do not give room for prompt response by the organisation and this could have negative impact on the organisation overall objectives. At the same time, involving in a behaviour such as falsifying the number of hours worked, involving in illegal practices such as embezzling money from business organisation, falsifying business records, making long distance calls on business lines, leaking all vital information to the public could also serve as detriment to the organisational goals. William and Tiffany, (2007) asserted that there is a growing concern about the secretaries procedural and operational inefficiency. It seems to be no clear evidence of effective performance of the secretaries, hence this research is therefore an effort to ascertain the secretary's operational techniques level and behavioural expectancy in Oyo State College of Agriculture and Technology, Igboora.

Purpose of the Study

The major purpose of the study is to determine the operational techniques and behavioural requirements of confidential secretary for effective office administration.

- i. To determine the operational techniques expected of Confidential Secretaries in Oyo State College of Agriculture and Technology Igboora.
- ii. To determine the extent of behavioural requirement of confidential secretary for effective office administration in Oyo State College of Agriculture and Technology, Igboora.

Research Questions

Four research questions were raised to guide this study.

- i. What are the operational techniques expected of confidential secretaries in Oyo State College of Agriculture and Technology, Igboora?
- ii. What is the behavioural requirement of confidential secretary for effective office administration in Oyo State College of Agriculture and Technology, Igboora?

Methodology

This study adopted descriptive research design. The study area is Oyo State College of Agriculture and Technology, Igboora, Oyo State. The total 40 confidential secretaries were used as the population of the study. There was no sampling due to the manageable size of the population. The instrument tagged operational techniques and behavioural requirement of confidential secretary for effective office administration was used for the study and was faced and content validated by 3 experts in the Department of Office Technology and Management, The Polytechnic, Ibadan and the reliability coefficient was carried out to determine internal reliability of the instrument using Cronbach Alpha. The reliability coefficient was 76. Test was carried out to determine the consistency of the instrument in collecting the data as required.

The experts were presented with the instruments containing purpose of the study, research questions and were asked to scrutinize the instrument in terms of relevance and clarity of languages. Their suggestions and corrections were incorporated into the final draft of the instrument. The questionnaire used for this was self-structured. The questionnaire contained questions on the operational techniques and behavioural requirement of confidential secretary for effective office administration with 28 items. Reliability test was carried out to determine the consistency of the instrument in collecting the data as required. Mean and Standard deviation was used to answer research questions. For opinion purposes, any item mean 2.50 and above was accepted while any item mean below 2.50 was rejected.

Results

Research Question 1: What are the operational techniques expected of confidential secretaries in Oyo State College of Agriculture and Technology, Igboora?

Table 1: Mean responses and Standard Deviation on the operational techniques expected of confidential secretaries.

S/N	Variables	Mean	SD	Remarks
1.	Understanding the key concept of filling system	3.50	.60	Accepted
2.	Stricly adhere to the computer guidelines	3.05	.60	Accepted
3.	Effective use of computer software packages e.g. Power point, Microsoft excel, presentations	3.00	1.16	Accepted
4.	Develop good human relation skills	3.45	.68	Accepted
5.	Understanding the correct ways of answering the phone calls and answering queries	3.25	.91	Accepted
6.	Photocopying and printing of documents	2.75	1.06	Accepted

In table 1 above, majority of the mean scores were all above the cut-off point of 2.50 which indicated that confidential secretaries are expected to acquire required operational techniques. The standard deviation of 0.60 to 0.91 all indicated that the respondents were close in their responses.

Research question 2: What are the extent of behavioural requirement of confidential secretary for effective office administration in Oyo State College of Agriculture and Technology, Igboora?

Table 2: Mean responses and Standard Deviation on the extent behavioural requirement of confidential secretary for effective office administration

S/N	Item Statement	Mean	SD	Remarks
1.	Honesty	3.26	.90	Accepted
2.	Confidentiality	3.33	.75	Accepted
3.	Loyalty	3.26	.86	Accepted

4.	Reliability	3.30	.74	Accepted
5.	Work supervised	3.16	.87	Accepted
6.	Cooperativeness	3.50	.68	Accepted
7.	Flexibility	3.26	.86	Accepted
8.	Punctuality	3.30	.83	Accepted

In table 2 above, mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that there is an extent at which confidential secretary are expected to display some behavioural requirement. The standard deviation of 0.68 to 0.90 indicated that the respondents were close in their responses.

Discussion of Findings

Findings from the Table 1 show that confidential secretary are expected to possess adequate operational techniques for effective office administration. This finding is corroborated with the earlier finding of Okorie and Ezeji, (2017) who indicated that the acquisition of the requisite skills is the means of increasing the productive power of any nations. Consequently, they added that the Nigeria society should recognize the fact that every citizen should be equipped to contribute effectively to the welfare of the country. The acquisition of such practical skills is important because when efficient and skillful hands are employed in any field of human endeavor, high productivity is usually achieved. Economically, therefore, maximum operational techniques acquisition by confidential secretary will help to enrich the Nigerian society and in this way, tend to facilitate economic development.

Findings from the Table 2 shows that for meaningful administrative goals to be achieved confidential secretaries should display good human relations. This finding is in line with the earlier submission of Emeti, (2010) who indicated that ethical behaviour is that which is normally accepted as good as opposed to bad or wrong in a particular setting (organisation). Secretary who demonstrate unethical behaviour do not promote the fortunes and well-being of the business organisation and it could be fairly challenging to achieve success in such organizations. Is it ethical for example, to pay a bribe to obtain a business, contract in a foreign country? Is it ethical to allow your company withholds information that might discourage a job candidate from joining your organisation? Is it ethical to ask someone to take a job you know will not be good for his/her career progress?

Conclusion

Based on the findings of this study, it was concluded that acquisition of operational techniques and behavioural requirements by confidential secretary for effective office administration is sacrosanct. There is believe that without a good secretary, no organisation could achieve its aims, this is because the importance of confidential secretary in an organisation cannot be measuread. Hence, this research concluded that acquisition of operational techniques and behavioural requirement of confidential secretaries will contribute to the quality of work performed by confidential secretaries in Oyo State College of Agriculture and Technology, Igboora.

Recommendations

Based on the findings of this study, it is hereby recommended that:

1. Business organisation should constantly give ample opportunities in term of training and re-training of the secretary in order to acquire necessary operational techniques needed in todays office work for proper administrative work.
2. The secretary should develop interest in re-freshing and upgrading themselves through reading newspapers, books and other related office technology and management materials as to boost their knowledge and skills in carrying out their work as required.
3. The secretary should also develop good moral skills in dealing with people around him or her both within and outside the business premises. This will help the business organisation to enjoy the customer patronage thereby increasing the company good image.

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