

# Eliminating Challenges To Office Technology And Management Profession In Nigeria: ICT Approach

**Efunboade, Ayodeji Oyeyinka**

Department of Computer Science  
Osun State College of Technology, Esa-oke, Osun State,  
Nigeria

**Ogunmesa, Oladipo**

School of Information Technology, Walden University,  
Minneapolis, USA

**Adegoke, Olapeju Folake**

Department of Office Technology and Management  
Osun State College of Technology, Esa-oke, Osun State,  
Nigeria

**Daramola, Elizabeth Omowumi**

Registry Department, Osun State College of Technology,  
Esa-oke, Osun State, Nigeria

*Abstract: Secretarial duties performed by office technologist and managers is very vital in office administration. The emergence, dynamism, and strength of Information and Communication Technology (ICT) are a significant challenge for Office technology and management profession in Nigeria. Despite research studies on the negative effect of technology, there has been a lack of viable solutions to these challenges. This study examined the challenges being faced by this profession to proffer ICT driven solutions.*

*Keywords: ICT, Office Technology and Management, challenge*

## I. INTRODUCTION

In the past decades, the secretarial profession is a vital organ in private and government establishments' administration. The term "Secretary" has been defined variously by different authors: Ugiagbe (2002) described a secretary as an assistant to an executive, possessing high mastery of office skills and ability to assume responsibility without direct supervision, who displays initiative, exercises judgment, and makes decisions within the scope of his/ her authority. A secretary, according to Boladale (2002), "is an employee in an office who deals with correspondence, keeps records, makes arrangements, and solves problems for the superior or boss." Adam (2015) submitted that Secretarial Practice in those days was about possessing the skills of manual and electronic typing, shorthand with good conduct and character. In the past, managers dictate memos and letters, and secretaries typed them in various offices. Most recently, institutions have developed word processing centers and relied on personal computers and even electronic mail to lessen the need for secretarial support and make the secretary very

productive (Ezoem, 1995; Osuala, 2004; Seidu and Oteng 2015).

The traditional secretary was trained to keep secret information classified as confidential, receive visitors, and organize meetings in an organization. They must also possess good communication and human relationship skills, ensuring efficient and effective office by being current in record and organization abilities. But today, Information and Communication Technology (ICT) has changed dynamics regarding the roles and functions of the secretary due to emerging technological advancement and innovations in all phases of human life, notably in the office environment.

The need to equip students of secretarial studies with cutting edge skills and make them employable in the labour market gave birth to Office Technology and Management from erstwhile secretarial studies. The rebranding was done to make the secretarial profession more lucrative and attractive to prospective undergraduates by increasing the number of students' enrolment in the nation's tertiary institutions (Olawole and Abuya, 2011).

## II. METHODOLOGY

In a study of this nature, seen is believing. The approach used to gather data was a visit to the corporate and financial institutions' offices, public service offices, interviews, and the use of secondary data. This method of observation is considered very dependable because it insulates the interrogator from adopting false information and offered the opportunity to make clarifications where necessary. Relevant information was acquired from the internet, company journals, and publications to complement observations and interviews.

## III. CHALLENGES FACING OFFICE TECHNOLOGY AND MANAGEMENT PROFESSION IN NIGERIA

- ✓ The advent of new technology has provoked real questions about whether secretarial professionals are still needed in the office environment. Many people believe that Office Technologists and Managers (OTM) are no longer relevant since most people are now computer-literate and can perform essential secretarial functions, such as typing and printing of documents. Major corporate and financial institutions in Nigeria are not placing a high premium on recruiting secretaries, now referred to as Office Technologists and Managers. The reason being that most of their employees now have essential Information Technology (IT) skills needed to carry out their secretarial duties effectively. However, Office technologists and managers are available and active at tertiary institutions and public service offices.
- ✓ Documents and classified information categorized as the most crucial ingredient in the office can now be stored, processed, and easily retrieved when needed without Office Technologist and Managers.
- ✓ Ease and efficient ways of producing fast and accurate information using computer systems and its accessories.
- ✓ Messages and correspondences can be efficiently managed using ICT technology without Office Technologists and Managers.
- ✓ Documents are produced electronically and are password-protected by any computer literate persons, thereby reducing the importance of Office Technologist and Managers.
- ✓ Meetings can be scheduled, and the procurement of items can be done automatically.
- ✓ Some prospective students are not passionate about studying office technology and management because it is widely believed to be a second-class profession. Office technologists are assistants to their executives in an office environment.

## IV. PROPOSED ICT BASED SOLUTION

- ✓ The accredited curriculum developers for Universities, Polytechnics, and Colleges of Technology need to review and expand the curriculum for Office Technology and Management in tertiary institutions. The current curriculum is almost a decade old, and they need to

include in-demand computer skills such as web design, mobile application development, and basic computer system repairs. The accredited curriculum developers should put in place adequate measures to implement the curriculum. Omoniyi and Elemure (2014) posited that various challenges contend with implementing the exiting curriculum of OTM in tertiary institutions ranging from inadequacy in the supply of ICT equipment and facilities to unstable teaching staff and inadequate funding.

- ✓ The relevant professional associations in Office Technology and Management should produce a developmental framework to upgrade and regulate the operations of the professions. The associations should have a functioning web application for registered and certified members to share resourceful information needed for the development of the profession.
- ✓ Unified Online Certification Examinations that will address a real-life problem should be introduced for registered members to regulate the profession and separate professionals from amateurs.

## V. CONCLUSION

This study evaluates the challenges facing office technology and management profession in Nigeria to suggest information technology-driven solutions. Various challenges are contending with the OTM professions in Nigeria based on the findings of the study, ranging from unrivaled competitiveness in the job market to remuneration challenges. However, overcome these challenges is possible if the proposed strategies are adopted.

## REFERENCES

- [1] Adam Abdul-Kahar (2015) "The Efficacies of Secretarial Profession by Ghana Education Service and Higher Education Institutions" Journal of Education and Practice www.iiste.org ISSN 2222-1735 (Paper) ISSN 2222-288X (Online) Vol.6, No.18, 2015
- [2] Boladele, Y. (2002) "Secretarial Efficiency in an Automated Office" Journal of the School Vocational and Technical Education (THE VAS JOURNAL), 7 (1): 123-134
- [3] Ezoem, N.N. (1995) "The changing world of secretaries for self-employment" Journal of National Association of Professional Secretarial Staff, Nigeria, 1(2), 40-50.
- [4] Olawole S.A. and Abuya A.O. (2011) "Measures for Effective Implementation of Office Technology and Management Programme in Tertiary Educational Institutions in Nigeria" Journal for the advancement of Office Technology and Management 5 (1).
- [5] Omoniyi O.J and Elemure C.E. (2014) "Challenges of Curriculum Development in Office Technology and Management in Tertiary Institutions "International Journal of Technology and Inclusive Education (IJTIE), Special Issue Volume 1, Issue 3, 2014
- [6] Osuala, E. C. (2004) "Principles and methods of business and computer education" Enugu: Cheston Agency Ltd.

- [7] Peter Awini Seidu and Phyllis Oteng (2016) "The Impact of Modern Office Technology on the Secretary's Performance in Some Selected Business Organisations in the Takoradi Metropolis" ADRRI JOURNAL OF ARTS AND SOCIAL SCIENCES" ISSN: 2343-6891 ISSN-L: 2343-6891 VOL. 13, No. 12 (2)
- [8] Ugiagbe, F.E.S. (2002) An analysis of Secretarial Office Automat in and Work Ethics in National Development, Akoka Journal of Vocational Education (Second Edition), Akoka, Lagos. DIC Publishing Company.

IJIRAS