# IMPACT OF INFORMATION TECHNOLOGY ON SECRETARIAL PROFESSION, IN SELECTED HOSPITALITY INDUSTRIES IN RIVERS STATE

**ANELE, CLEMENT A., PhD**
**Department of Business Administration**
**Niger Delta University**
**Wilberforce Island**
**Bayelsa State**
**Email:  anele.clementanuba@gmail.com**

**EKE, GIFT JULIET, PhD**
**Department of Business Administration**
**Niger Delta University**
**Wilberforce Island**
**Bayelsa State**

**MARIE M. O. TATFENG**
**Department of Business Administration**
**Niger Delta University**
**Wilberforce Island**
**Bayelsa State.**
**Email: marietatfeng@yahoo.com**

### *ABSTRACT*
*The study investigated the Impact of Information Technology on Secretarial Profession in Selected Hospitality Industries in Port-Harcourt, Rivers State. Relevant literatures were exhaustively reviewed, the methodology employed was a survey research designed, sample size of (75) was drawn using the sampling technique. Questionnaire was administered to (75) respondents and (50) were returned with a valid percentage of 83%. The data were presented, analyzed and hypotheses tested, using simple percentage/tables and Spearman Ranking Correlation Coefficient. The findings of the study revealed amongst others that there is positive significant relationship between information technology and secretarial profession. The study, therefore, recommends that organizations should employ the use of these facilities, as it does not only increase the secretary's efficiency, but also boost productivity*

**Keywords:** Information Technology Secretary, Profession, Hospitality, Industry.

## INTRODUCTION

Information technology (IT) is a combination of computer for automatic data and text processing and communication equipment made possible by the application of microelectronics, which computers and communication equipment to work together. It covers any form of technology that is, any equipment or technique used by a computer, institution or any other organization which handles information. According to Merriam Webster (2007),

technology is making usage and knowledge of tools, machines, techniques, crafts, systems or methods of organization in order to solve a problem or perform a specific function. The word technology comes from Greek, the term can either be applied generally or to specific areas: examples includes construction technology and information technology. Technology has affected society ad its surroundings in a number of ways. In many societies, technology has helped develop more advanced economics including today's global economy and has allowed the rise of a leisure class. (Abraham 2003).

Technology tends to concentrate on finding improved ways to transfer information and to develop new materials by studying the way atoms come together, (Adama 2001). Information technology has the following major components such as database, front end application, network and operating systems. With changing world of technology has come to stay and it plays significant role in the improvement of the secretary's job which in turns enhances productivity in all aspects. All kinds of businesses must employ modern methods in their offices. The raw material of an office is information and the responsibilities at an office is lit that of a clearing house, receiving and sending out information, processing storing facts in various forms. Therefore, the ever increasing size of business organizations has increased the development of new techniques in office management.

According to Austin (2000), a secretary is a person who has acquired the basic secretarial skills of shorthand and typewriting in additional knowledge and practical experience in office work to be able to cope with filling simple office machine and reception duties. She deals with letter drafting and typing, file processing and storing of information as well as disseminating information. In addition to the office automation such as electronic typewriter-word process, photocopier and calculating machines at her disposal, her job is sure to progress swiftly and a boost to attaining productivity in the organization where she works.

Existing studies have focused on information technology and its application in different fields. Tiamiyu (2002), his discussion of information technology usually focusses on issues concerning the innovative and effective application and use of leading-edge computing and telecommunications systems and products for strategic or competitive exploitation of information within private sector businesses.

The lack of specific skills in the use of office equipment by secretaries creates job displacement. There are, the fear that many secretaries suffer from when new machines are being purchasedfor use, by their organization.

Abuya, (2014) Observed that modern and latest products of tools such as computers, fax, machines, photocopier, overhead projector are not readily available in some institution. At times, such equipment's are borrowed from sister institutions during accreditation which literally implies that the secretaries are denied the opportunity of the operational skills and knowledge acquired from the practical use of such equipment. Thus, in this study, intended to conduct an empirical research on the effect of Information Technology or Secretarial Profession with emphasis on Selected Hospitality Industry in Bayelsa State

**Null Hypotheses**

HO:$_1$    There is no significant relationship between databases and secretarial profession.

HO:$_2$    There is no significant relationship between front ends applications and secretarial profession.

HO:$_3$    There is no significant relationship between network and secretarial profession.

HO:$_4$     There is no significant relationship between operating system and secretarial profession.

## METHODOLOGY
### Research Design
Research design is the conceptual structure within which research is conducted. Nworgu (1991) defines it as a plan on blue print which specified how data relating to a given problem should be collected and analyzed. It constitutes a blue print for the collection, measurement and analysis of data. Again, there are two research approaches often adapted in any social sciences inquiry, they include the survey approach and the case study approach. Ezejule and Ogwo (1980) defined the case study approach as "The intensive analysis of one instance or a few instances for the purpose of a greater understanding of the phenomenon and the possibility of generalization".

On the other hand, in survey approach a representative sample of the chosen population is studied. This allows for the case in generalizing result as a considerable portion of the population would have been considered.

The survey approach serves the study better as it will offer the opportunity of an in-depth analysis of the phenomenon studied for generalization and empirically give the level of influence of information technology on secretarial effectiveness.

### Population of the Study
The population of a research according to Azuka, (2001) is made up of all conceivable elements, subjects or observation relation out a particular phenomenon of interest to the researcher. This suggests that a researcher can establish the boundary of the conditions which specified. Who shall be included or excluded from the populations. In the light of the above, the researcher identified all the senior and junior staff of the Hotels investigated as the population for the study. The secretaries in the hotels are is 90 in all.

### Sample Size and Sampling Technique
The sample sizes of seven-five (75) secretaries were randomly selected from the population, using the simple random sampling technique. This type of sampling ensures that each element of the population has an equal and independent chance of being included in the sample. This is done for generalization of the result.

Sample size i.e, n = $\dfrac{N}{1+n=(e)^2}$

Where n = sample size

n = finite population

e = level of significant

$$\dfrac{90}{1+n1+90\,(0.05)^2}$$

$$\dfrac{90}{1 + 90x90\ 0.0025}$$

$$\dfrac{90}{1 + 0.225}$$

$$\dfrac{90}{1 + 225}$$

= 75

### Sources of Data Collection

There are two sources of data, which will be used to generate data for this research, the primary and secondary sources. The primary source of data consisted of questionnaires, oral interview. The secondary source of data also consists of relevant source document, text material, journals and other relevant information in the code form.

### Research Instrument

The main instrument used in this research work is the likert type scale questionnaire that has five levels or categories namely; strongly agree (SA); Agree (A); undecided (UD); disagree (DA); Strongly disagree (SD); each level is assigned a number ranging from (SA) to 1 (SA).

### Validation of Instrument

The questionnaires were designed and validated by experts in the area of research. The examination of the research instrument and approval of it to be reliable and reliable enough to provide the necessary data that are need from the respondents for the analysis of the research work was given by the two expert.

### FINDINGS/DISCUSSIONS

**Table 1: Descriptive Analysis on the extent to which Data-base relate with Secretarial Profession.**

| S/N | QUESTION ITEMS | SA 5 | A 4 | UD 3 | D 2 | SD 1 | AGG | $\overline{X}$ |
|-----|----------------|------|-----|------|-----|------|-----|---|
| 1. | my hotel has database management system for easy collection of information. | 20 | 19 | 8 | 2 | 1 | 205 | 4.1 |
| 2. | My hotel provides more comprehensive functions for manipulating the data. | 23 | 17 | 4 | 4 | 2 | 205 | 4.1 |
| 3. | My hotel has Microsoft access. | 15 | 23 | 6 | 3 | 3 | 194 | 3.9 |
| 4. | My hotel has special database structure to organize information for easy acquisition. | 17 | 18 | 11 | 4 | 2 | 200 | 4 |

Source: Research Data, 2018

From the above data on question item 1,3 and 4 have a mean score value of 4.1, 4.1 and 4.1 respectively implies that most respondents favoured the strongly agreed option which means that more attention should be given to item 1,3 and 4. For question item with a mean score value of 3.9 also shows that respondents agreed that their hotels have work group computing software.

**Table 2. Descriptive Analysis on the extent to which Information Technology relate with Secretarial Profession**

| S/N | QUESTION ITEMS | SA 5 | A 4 | UD 3 | D 2 | SD 1 | AGG | $\overline{X}$ |
|-----|----------------|------|-----|------|-----|------|-----|---|
| 1. | We are competent in achieving organizational goals because data are stored, converted into accurate, relevant and timely information. | 24 | 14 | 9 | 2 | 1 | 208 | 42 |

| 2. | We achieved goals because we have reliable data communication links | 27 | 15 | 5 | 3 | - | 216 | 4.3 |
|---|---|---|---|---|---|---|---|---|
| 3. | We achieve goals through transmitting (transmission) of data or communication from one location to the other | 23 | 21 | 3 | 2 | 1 | 213 | 4.3 |
| 4. | We can easily acquire new knowledge through the help of operating system when it provides an interface between the users or application program and the computer hardware. | 15 | 23 | 6 | 3 | 3 | 194 | 3.9 |

**Source**: Survey data 2018

From the above data on question item 1,2, and 3 with a mean score value of 4.2,4.3 and 4.3 respectively implies that most respondents favoured the strongly agreed option which means that more attention should be given to item 1, 2 and 3 from question item 4 with a mean score value 3.9 also shows that respondents agreed that they can easily acquire new knowledge through the help of operating system when it provides an interfaces between the users or application program and the computer hardware.

**Table 3. Inferential Outcomes on the Relationship between Information Technologies Dimensions and Secretarial Profession**

| Hypothesis | Dimensions (variable) | R Value | T Value | Conclusion 97.98 | SigAt 0.05 |
|---|---|---|---|---|---|
| HO:1 | databases | 0.98 | 6.9 | Supported | Sig |
| HO:2 | Front-end-applications | 0.95 | 5.71 | Supported | Sig |
| HO:3 | Network | 0.95 | 5.71 | Supported | Sig |
| HO:4 | Operation systems | 0.98 | 6.9 | Supported | Sig |

Source: survey data 2018

From the inferential outcomes data above, all the dimensions of information technology positively relate the secretarial personnel performances in the work organizations or hotels. The relationships between data-base and secretarial profession is strong, it also showed significant and other dimensions which are frond-end application, network and operating were positively significant in the relationship with secretarial personnel performance.

**DISCUSSION OF FINDINGS**

The result of our inferential analysis with respect to the all dimensions of information technology outcomes strongly relate with secretarial profession in the various hotels.

Based on the research questions and hypothesis tested above, the following findings were discovered.

Hotels use information technology gadget such as computer conferencing machine, internet, the mobile phone, etc.

It was, however, discovered that the introduction of information technology facilities has not in any way affected the employment of secretarial in a negative way, neither will it bring about the planning out of the secretaries' profession.

Furthermore, the use of information technology facilities has greatly improved the performance of secretaries by reducing their work load. It was discovered that the idea that secretaries will be completely replaced by the equipment is not accepted.

Finally, it was discovered that secretaries must have to under-go training to enable them to effectively operate the facilities.

## CONCLUSION

In this study, we have set out to investigate on the usage of information technology on secretarial profession. The increasing need to be involved in information technology practice to improve on work process has been stressed. To undertake this study, we have raised up four primary questions relating to data-base application, network and operating system from the data generated on these dimensions were analyzed, there are empirically based findings that data-base, front-end application, network and operating systems correlates with secretarial profession.

In conclusion, information technology as important aspect of the entire knowledge management process contributes to ensuring optional performance for secretaries.

## RECOMMENDATIONS

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

1. Hotels should employ the use of these facilities as it does not only increase the secretary efficiency, but also boost production.
2. Secretaries should endeavor to know more by going For training, attending workshops, seminars to get additional knowledge on how to use, manage and operate information technology facilities
3. Hotels should provide opportunity for training their secretaries who had or had prior knowledge on the operation of these machines, because it brings about efficiency and effectiveness
4. Secretaries should endeavor to have proper knowledge in the component of information technology, because these are some of the major aspect in information technology that should not be avoided.

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