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Impact of Software Application Packages on Modern Secretaries in Tertiary Institutions

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A B S T R A C T S

The occurrence of software Application Packages has made the current office look more sophisticated and more interesting place to work and has also transformed not only the management functions but has increased secretarial efficiency and made accessibility of job performance of modern secretaries in the Tertiary Institution in Ibarapa Land, Oyo State, Nigeria. Data for the study were collected through a questionnaire that sampled 50 respondents. The study empirically substantiated the result of prior studies concerning the association between the variables used for data collection. The empirical results suggest that the usage of software application packages does improve the performance of modern secretaries in the Ibarapa land tertiary institutions. Hence, the researcher made some conclusion that the impact of Software Application Packages has contributed to the quality of work performed by secretaries in the Tertiary Institutions in Ibarapa Land. Software Application Packages use is also found to be correlated with organizational innovations in production, efficiency practices, and human resource management practices.

A R T I C L E   I N F O

1. INTRODUCTION

The secretary is indispensable in any organization being the image maker and the most important officer to be seen first and last by visitors to the organization. Changes in the office environment have increased the demand for secretaries who are adaptable and versatile. As a result, securities must be willing to tackle challenges through the assignment of new responsibilities. Odiogbe described a secretary as "a huge caliber executive-support personnel, who can be relied upon; solves problems, represent when necessary, organizes the office, a resource person or reservoir of facts and information germane to the organization.

Anderson defined a secretary as "one who can think for you, acts for you, anticipate your whims and increase output phenomenally" this shows a secretary as someone who has psychological traits. This can be accepted as a secretary thinks for his /her executive or boss by allowing the experience to reflect the present circumference with a very high sense of responsibility and consistency. The information which is the most important ingredient of the office can be stored, processed, and retrieved by the computer facilities with the aid of software application packages. Software application packages are used to produce fast and accurate information. Messages can be sent to many people simultaneously with the use of a computer's software application packages. With the arrival of software application packages through the introduction of automated office equipment, the secretary's work is produced faster with a professional touch. The secretary is also able to concentrate on a more creative task. This exposure to office technology makes work easier and knowledge more accessible (Edwin, 2008).

With the advancement of technology and its role in the present-day business world, secretaries are expected to be up to date with the trends (Bolaji, 2022). A software application package is simply multiple applications or code modules that work together to meet various goals and objectives. One of the most prominent examples of software application packages is something like the Microsoft office package, which includes individual applications such as word, Excel, Access, and PowerPoint. Software is referred to as the programs on the computer hardware system. Software is a set of instructions, data, or programs used to operate computers and execute specific tasks. Opposite to hardware, which describes the physical aspects of a computer, software is a generic term used to refer to applications, scripts, and programs that run on a device.

Software in the most general sense is a set of instructions or programs instructions a computer to do specific tasks. It is often divided into application software or user-downloaded programs that fulfil a want or need, and system software, which includes an operating system and any program that supports application software. The term middleware is sometimes used to describe programming that mediates between application and system software or between two different types of application software. For example, middleware could be used to send remote work requests from an application in a computer that has one kind of operating system to an application in a computer with a different operating system (Edwin, 2008). Software application packages help to ease the job of secretaries. They also enhance proficiency and productivity leading to improve access to information, goods, and services globally. There are wide ranges of office machines and equipment which now enable secretaries to improve their performances. Word-processor with multi-purpose facilities, computers, and other sophisticated office machines and equipment are now provided by employers. Some of the physical equipment used by secretaries includes a computer,

communication equipment, and electronic pocket organizers. For instance, the advent of the word processor has helped to make the secretarial career path cleaner (Appah & Emeh, 2011).

In today's business world organizations are becoming an increasing concern with the high productivity of their employees. It is worth mentioning as more internet resources in the office are introduced the more demand for quality computer literate secretary. Every office in today's business world requires facts and accurate information for a quick decision (Puspitawati *et al*., 2021; Rahajeng *et al*., 2022). As a result of these, business organizations are being connected to software application package resources for the effective performance of their secretaries. This application software is designed to perform a group of connection functions tasks or activities for the benefit of the secretary. With these, modern secretaries are to embrace technological advancement and try to update their skills and knowledge of computer literacy. All these application software tools support and improve the secretary's work (Duniya, 2011).

The general objective of the study is to find out the impact of software application packages on modern secretaries while the specific objectives are to:
(i)   examine how software application packages helped in widening the scope and knowledge of the secretary.
(ii) ascertain how the modern secretary benefits from the use of software application packages.
(iii) ascertain how the modern secretary benefits from the use of software application packages.
    Research questions are in the following:
(i)   How does the software application package help in widening the scope and knowledge of the secretaries?
(ii) How do modern secretaries benefit from the use of software application packages?
(iii) How do modern secretaries benefit from the use of software application packages?

2. METHODS

The descriptive design was employed for this study because it enables the researcher to prepare relevant questions for the respondents that will address the subject matter of this research work. The descriptive questionnaire method does not add to or delete any observation from the real world. The sample comprises 50 secretaries working in all the tertiary institutions located in the Ibarapa Area of Oyo State; The Ibarapa Polytechnic, Eruwa, Oyo State College of Agriculture and Technology, Igboora and Lanlate College of Education, Lanlate. During this study, the research instrument used was a questionnaire. The questionnaire was designed to make the collection of data for this study to be accurate and to gather necessary information relevant to the research questions.

3. RESULTS AND DISCUSSION
3.1. Research question 1: How does the software application package help in widening the scope and knowledge of secretaries?

In **Table 1**, mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted the software application packages to widen the scope and knowledge of secretaries in their job. The standard deviation of 0.50 to 0.84 indicated that the respondents were close in their response except that of 4.38.

Table 1. Mean responses and Standard Deviation on how software application package has helped in widening the scope and knowledge of the secretaries.

S/N	Item Statement	N	Mean	SD	DF
1.	They are used to manipulate text, graphics, and numbers easily	50	3.88	4.382	Accepted
2.	Software application packages use the capacity of a computer directly for specific tasks that help secretaries.	50	3.52	0.614	Accepted
3.	It helps the secretary in editing works through the use of tools like editors, linkers e.t.c.	50	3.26	0.564	Accepted
4.	It enables a user to easily and quickly view information with colorful graphics.	50	3.32	0.843	Accepted
5.	It brought about efficiency and effectiveness on the part of the secretary in carrying out their work.	50	3.70	0.505	Accepted

3.2. Research Question 2: How do modern secretaries benefit from the use of software application packages?

In **Table 2**, mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that they have benefited from the use of software application packages. The standard deviation of 0.44 to 0.81 indicated that the respondents were close in their responses.

Table 2. Mean responses and Standard Deviation on how modern secretaries have benefited from the use of Software Application Packages.

S/N	Item Statement	N	Mean	SD	Df
1.	The use of Microsoft word enhances the secretary's job performance in the office	50	3.74	0.443	Accepted
2.	Works look accurate with the use of software application packages	50	3.62	0.752	Accepted
3.	It takes a little time to complete the enormous task with the user software application packages	50	3.00	0.782	Accepted
4.	Office work can be easily done in extra time with the use of software application packages	50	3.32	0.819	Accepted
5.	Paper presentation is made easy through the use of Microsoft PowerPoint	50	3.54	0.761	Accepted
6.	Software application packages improve productivity in graphic designs	50	3.54	0.734	Accepted

3.3. Research question three: How do modern secretaries benefit from the use of software application packages?

In **Table 3**, mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that with the user software application packages job performance level

of secretaries increases. The standard deviation of 0.44 to 0.81 indicated that the respondents were close in their responses.

Table 3. Mean responses and Standard Deviation on the job performance level with the use of Software Application Packages.

S/N	Item Statement	N	Mean	SD	Df
1.	The use of Microsoft word enhances the secretary's job performance in the office	50	3.74	0.443	Accepted
2.	Works look accurate with the use of software application packages	50	3.62	0.752	Accepted
3.	It takes a little time to complete the enormous task with the user software application packages	50	3.00	0.782	Accepted
4.	Office work can be easily done in extra time with the use of software application packages	50	3.32	0.819	Accepted
5.	Paper presentation is made easy through the use of Microsoft PowerPoint	50	3.54	0.761	Accepted
6.	Software application packages improve productivity in graphic designs	50	3.54	0.734	Accepted

This study was carried out to determine the impact of software application packages on modern secretaries in tertiary institutions in Ibarapa land. As shown in **Table 1** on how software application package has helped in widening the scope and knowledge of the secretaries, mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that software application packages have widened their scope and knowledge. The standard deviation of 0.50 to 0.84 indicated that the respondents were close in their response except that of 4.38. This finding was supported by Wolferson that software application packages help to ease the job of secretaries. They also enhance proficiency and productivity leading to improve access to information, goods, and services globally.

As shown in **Table 2** on how modern secretaries have benefited from the use of software application packages**,** the mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that they have benefited from the use of software application packages.

The standard deviation of 0.44 to 0.81 indicated that the respondents were close in their responses. This finding was supported by Edwin (2008) that There are wide ranges of office machines and equipment which now enable secretaries to improve their performances. With the arrival of software application packages through the introduction of automated office equipment, the secretary's work is produced faster with a professional touch. The secretary is also able to concentrate on a more creative task. This exposure to office technology makes work easier and knowledge more accessible.

As shown in **Table 3** on the extent of job performance level with the use of Software application packages. The mean scores were all above the cut-off of 2.50 which indicated that all the respondents accepted that with the user software application packages job performance level of secretaries increases. The standard deviation of 0.44 to 0.81 indicated that the respondents were close in their responses.

4. CONCLUSION

This study examined the Impact of Software Application Packages on the Modern Secretaries in The Tertiary Institutions in Ibarapa Land, Oyo State. Based on the findings of this research, the result has been able to reveal that most of the confidential secretaries in the study area are female with a reasonable level of job experience. The results suggest that the usage of Word Processing Software, Spreadsheet Software, and Presentation (Microsoft PowerPoint) does improve the performance of modern secretaries. Hence, this research concludes that the information and technology revolution with the advent of modern IT facilities has contributed to the quality of work performed by secretaries in The Tertiary Institutions in Ibarapa Land, Oyo State, Nigeria. Based on the result of the findings, the following recommendations are made:

(i) To be effective and efficient, modern secretaries typically need to adopt the use of Software Application Packages or improve on the existing ones as part of a system.

(ii) The organization needs a high level of widening the scope and knowledge of the job of the secretaries which would have a higher incidence of productivity improvement and higher rates of innovation in the sector.

(iii) Constant training and learning of Software Application Packages enable the job performance level of secretaries.

5. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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