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DIFFICULTIES ENCOUNTERED BY SECRETARIES IN HANDLING MODERN OFFICE EQUIPMENT

ABSTRACT

This research is aimed at evaluating the difficulties encountered by secretaries in handling Modern office equipment.

It focused on the difficulties in modern office equipment operation, the extent to which the secretary can overcome the problems. Also it looks at the training, skills and knowledge required by secretaries in operating, maintaining, controlling, handling modern office equipment, and also the problem of power supply in operating this equipment.

Based on the result of the analysis, these secretaries find it difficult to operate the modern office equipment due to lack of training, skill acquisition and epileptic power supply. Lack of maintenance technology is also a problem faced by the secretary.

Finally, it looks at the solutions and recommendations to these problems faced by the secretaries.

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CHAPTER ONE

1.0 INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Hicks (1964) described office as a central place where all vital information to economic growth of any organization are processed. From the above definition, it is understood that office is the place where actions on all the organizational decisions are implemented. The office is also seen as a place where work in relation with the preparation and furnishing of information is done. It is also defined as a place where all clerical and administration functions are carried out in order to co-ordinate and control the affairs of the whole establishment. Azuka (1991) defined it as a place where management functions such as planning, staffing, controlling and motivating activities are carried out for the achievement of the statutory objective of the organization. It may be open or close type depending on the pattern and type chosen by the management of the organization. On the other hand, office machines and equipment are those tools used by the management to accomplish those managerial functions vested in an office for effective and efficient performance of the organization.

Denger (1998) stated that the mechanization of office which dates back to twentieth century had since become increasingly the importance of any office activities. He maintained that office machines extended from ordinary office stapling machines to computers. The office equipment range from office pin to electronic computers. The office tools are used to carry out office function. The above definitions have made it extremely difficult to generalize office machines and equipment. Office machines and equipment generally are labour saving devices used in the office to enhance the efficiency of methods of producing management information. Ahukannah (2002).

From the above definition, it is understood that office machines and mechanization is the process of introducing machines and equipment in order to facilitate the functions of an organization with the sole aim of increasing productivity and discouragement of frauds. It is also aimed at knowing or identifying the importance of the modern office machines and equipment in the performance of the day-to-day activities of an organization.

Ohakwe (2002). Advised that attempt should be made to look at the office. Furthermore, the secretary's works in a dynamic environment packed full with conflicting situations and instructions so much that no two days are exactly the same. The conflicting decisions and instructions crops up all the time demanding or needing prompt attention and decision. Secretary is a vital person in the administrative machinery that working with an out-moded and un-serviced machines can make the job unattractive and the secretary unproductive and inefficient.

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