RELEVANCE OF SHORTHAND SKILLS TO SECRETARIES JOB PERFORMANCE IN MODERN OFFICE IN NORTH WEST GEO-POLITICAL ZONE, NIGERIA

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OCTOBER, 2014

DECLARATION

I declare that the work in this Thesis entitled Relevance of Shorthand Skills to Secretaries Job Performance in Modern Office in North West Geo-political Zone, Nigeria has been carried out by me in the Department of Vocational and Technical Education. The information derived from the literature has been duly acknowledged in the text and a list of references provided. No part of this thesis was previously presented for another degree or diploma at this or any other Institution.

_____ _____

OMOWUMI OMOTUNWASE DATE

CERTIFICATION

This thesis entitled RELEVANCE OF SHORTHAND SKILLS TO SECRETARIES JOB PERFORMANCE IN MODERN OFFICE IN NORTH WEST GEO-POLITICAL ZONE, NIGERIA by OMOWUMI OMOTUNWASE meets the regulations governing the award of the degree of Masters in Business Education of the Ahmadu Bello University, and is approved for its contribution to knowledge and literary presentation.

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DEDICATION

This research work is dedicated to my beloved parent, Pa and Late Mrs. MICHEAL OMOTUNWASE.

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OPERATIONAL DEFINITION OF TERMS

- **Secretary** – Any person skilled and proficient in typing, office practice and with the ability to write shorthand and transcribe same in longhand.
- **Shorthand** – This is the art of representing spoken sounds by written signs.
- **Relevance -** Relevance is the importance one place on something. Having some bearing on or importance for a thing, an event or state of things. Therefore, relevance of shorthand is the current importance or purpose placed on shorthand in the modern office.
- **Modern Office –** This is the office that is equipped with sophisticated office equipments.

ABSTRACT

The study was carried out to determine the relevance of shorthand skills to secretaries' job performance in Modern Office in North West Geo-political Zone, Nigeria. The major objective was to determine the relevance of shorthand skills to secretaries' job in modern offices in North West Zone, Nigeria. Six research questions and null hypotheses were respectively formulated to facilitate the study. Survey design was used for the study. The population of the study comprised two hundred and thirty three (233) secretaries from tertiary institutions and private companies. All the population was used for the study. The instrument used was a structured questionnaire, which was validated and reliably established (reliability coefficient of 0.05). Frequencies and percentages were used to analyze the bio-data of respondents. Frequency tables and mean were used to analyze the research questions. Pearson's Product Moment Correlation Coefficient was used to test hypotheses one, two, and, three while the t-test was employed to test hypotheses four, five, and six, all at 0.05 level of significance. Among the major findings were: shorthand skills have significant relevance on secretaries' job in obtaining employable shorthand skills for employment purpose, it also has significant relevance on confidentiality of secretaries in record keeping in modern office in North West Zone, Nigeria. The conclusion drawn from the finding of the study was that: even with the introduction of modern technology in offices; secretaries with shorthand skills are of higher standard in effectiveness and efficiency in discharging their duties than those without shorthand skills.

It was recommended, among others, that seminar, workshop, in-service training be organized for practicing secretaries to enable them learn more of shorthand skills in order to become more effective in their day-to-day running of office activities.

CHAPTER ONE

INTRODUCTION

1.1 Background to the Study

Shorthand is one of the major subjects in business education in the Nigerian secondary and tertiary institutions. It is one of the core courses for students specializing in Office Technology and Management (OTM) and secretarial/office education, and also a major course in the field of business education. Shorthand is a quick way of writing using special signs especially to record spoken words. According to Ezenwafor (2009), shorthand is the bedrock of Secretarial/Office Education in Nigerian tertiary institutions. Shorthand provides a way of representing every sound uttered as briefly and distinctively as possible i.e. shorter way of referring to spoken words in writing. Shorthand has been used for non-business purposes for over two thousand years by the ancient Greeks and Romans for verbatim reporting of political speeches or sermons, conferences, seminars, and for court trials. However, from the researcher's interaction with students in junior/senior secondary schools, colleges of education, polytechnic and universities, it was discovered that students complained that the learning of shorthand was confusing, ambiguous, mistake prone, and terribly difficult to write. This was in line with the view of Ambrose (2003) that students complained bitterly about the rate at which they fail shorthand, they appeared hopeless as they repeated classes just to have a pass mark or get 'let my people go scores'.

Shorthand has been facing so many challenges since the emergence of ICT where the learning of shorthand has been deemphasized both at the lower and higher levels of education where students lost interest in learning shorthand because instructional materials

were not available, supply of qualified and professional teachers/lecturers was inadequate to teach the course. The overall effect is that students lost interest in shorthand causing mass failure and shorthand students were being looked upon as 'never do well' students in the society.

A secretary is a trained person in shorthand, typing and office management procedures to assists top management staff. He undertakes administrative tasks for the smooth running of an organization. According to Oyeyiola (2005), a secretary is clerical worker who takes and transcribes dictations, makes appointments for her superior, meets people who call to see his superior and who is responsible for minor executive or supervisory duties. Thus, secretaries are considered as the "mirror" through which an organization sees.

Prior to the 21st century, one of the main functions of a secretary was to take down dictation in shorthand and transcribe same in longhand, using manual typewriter. The emergence of information and communication technology (ICT) in the 21st century calls for a drastic change in all aspects of human endeavour including OTM and Office/Secretarial Education. Nwanewezi (2005) explained that in 21st Century, interest in learning shorthand skill suddenly declined due to the introduction of sophisticated office machines like shorthand machine, speech recognition, dictating machine, tape recorder, thereby rendering shorthand unnecessary. Ibrahim (2011) noted that 21st century witnessed an unprecedented advancement in science and technology in which the revolution in ICT played a central and vital role. This concurred with the view of Abang (2011) who stated that shorthand machine has become an alternative to the typewriter keyboard as a means of originating information. The keystrokes, which are made on the equipment, can be

captured on magnetic tape and transcribed, whereby secretaries may no longer need to learn shorthand symbols but a shorthand system consisting of only letters that permits them to write whole words by just depressing one or more keys at a time.

It was noted by Salami (2009) that in the United States of America, there are two schools of thought about the future of shorthand. The first school of thought, represented by Anderson (1976), believes that despite technological revolution, shorthand skill is important to secretaries' jobs. The second school of thought, led by Banners (1982), holds that with 21st century technological advancement in offices, shorthand skill will be highly deemphasized.

In Nigeria, shorthand as an important course or subject to the society and individuals is offered in junior senior secondary schools under business studies, senior secondary schools, colleges of education, polytechnics and universities. It is therefore against this background that this study was conducted to assess the relevance of shorthand skills to secretaries' job performance in North-West Geo-political Zone of Nigeria.

1.2 Statement of the Problem

The use of shorthand brings confidentiality as dictated matters can be kept from public knowledge. It was argued by Luke and Sleigler (1982) that shorthand is useful. Even in offices with word processing systems, many companies still prefer to employ staff with shorthand skills because shorthand is useful for recording minutes of meetings, telephone messages, helps in spelling check and building up one's vocabulary. Vundi, Nasonga and Majanga (2010), argued that shorthand is relevant to secretaries' job in all ages because it promote their speed sufficiency in the office. Most times a trained secretary corrects many spelling errors made by his boss.

Though Ndinechi (2000) has reported that some people are of the opinion that shorthand is a "deadwood" in Business Education curriculum, Okeke (2004) on the other hand, argued that there are still organizations in Nigeria that, despite the innovations of ICT, shorthand skills still seem to be in high demand. Shorthand is a very demanding but useful subject of which those skillful in it often find jobs easily in the job market.

The duties performed by secretaries demand that they be able to write very fast either while taking dictation from superiors or receiving messages for the office from visitors or through the telephone. Although the high level of technological adaptation is rapidly transforming the office and the functions of office workers, it has been argued that the role of secretaries in the information management of the office still require that he/she be able to write with a good speed and the only tool for such high speed writing is shorthand.

With the advent of automated office equipment, it is feared that secretaries might no longer be needed. This is based on the premise that once an executive can possess a computer and a recording machine, for example, he does not need a secretary since he can produce his correspondence using his computer. In line with this view, Salami (2009) has asserted that secretaries view office automation as a threat to their jobs because technology has affected every aspect of secretarial work from the origination of documents to the production, revision, reproduction, distribution and storage e of documents and therefore secretaries do not seem to need shorthand skills to perform their duties.

It is against these conflicting views that the researcher carried out this study to ascertain whether or not shorthand is still relevant to secretaries' job in modern offices.

1.3 Objectives of the Study

The major objective of this study was to assess the relevance of shorthand skills secretaries' job performance in North West Geo-political Zone of Nigeria. The specific objectives of the study were to:

1. find out the views of modern office secretaries on the relevance of shorthand in obtaining employable shorthand skills for employment purpose in modern office in North West Geo-political Zone, Nigeria.
2. find out the opinions of secretaries on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
3. find out the views of secretaries on the relevance of shorthand skill to the accuracy of secretaries in taking minutes in modern office in North West Geo-political Zone, Nigeria.
4. find out whether any difference exists between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of high shorthand skills to their job performance in attaining the required speed in modern office in North West Geo-political Zone, Nigeria.
5. establish whether any difference exists in the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
6. find out whether any difference exist in the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to

the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria.

1.4 Research Questions

In the course of the study, answers were sought to the following research questions:

1. What are the secretaries' views of attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North-West Geo-political Zone, Nigeria?
2. What are the opinions of secretaries on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria?
3. What are the views of secretaries on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria?
4. What is the difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of high shorthand skills to their job in attaining the required speed in note taking in modern office in North West Geo-political Zone, Nigeria?
5. What is the difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria?

6. What is the difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria?

1.5 Null Hypotheses

The following null hypotheses were tested in the study

1. Shorthand skills have no significant influence on secretaries' jobs in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.
2. Shorthand skills have no significant influence on confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
3. Shorthand skills have no significant influence on the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria.
4. There is no significant difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to their job in attaining the required speed in note taking in modern office in North West Geo-political Zone, Nigeria.
5. There is no significant difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
6. There is no significant difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to

the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria.

1.6 Significance of the Study

The result of the study will be useful to:

1. Employers
2. Superior or Manager
3. Government
4. Organizations, institutions and general public
5. Secretaries
6. Students

Employers will be able to understand the role and importance of shorthand skill in any secretarial job in order to make shorthand a criterion for employing secretaries for effective job performance in the office.

Managers will benefit because the study will help them to see the relevance of shorthand skills in the office especially in the area of notes taking and taking of minutes in shorthand.

The result of the study will also be of great significance to Federal and State Government tertiary institutions where Business Education is offered by providing equipments and resources to widen students' knowledge on the use of shorthand.

The result of the finding will also help to correct and change the misconception of many organizations, institution, and general public, about shorthand because people are ignorant of the importance or relevance of shorthand skill to secretaries in the 21st century.

The world is becoming a global village, therefore secret in the offices are easily made known to the public, and through this research work secretaries will appreciate the relevance of shorthand skill in confidentiality of records in the office.

It will also be of great significance to students studying Secretarial Education and Office Technology Management (OTM) in tertiary institutions in the sense that it would serve as an eye opener to them about the relevance or imperative of shorthand skill in the modern office despite the introduction of automated office equipment in the 21st century. Also, it is hoped that the result of this finding will be of great significance to students in Business Education and other fields of study to carry out further research work.

1.7 Basic Assumptions of the Study

For the purpose of the study, it was assumed:

1. that office automation cannot replace shorthand.
2. that shorthand is still relevant for the purposes of speed, accuracy and confidentiality of official records.

1.8 . Delimitation of the Study

The study was delimited to the followings;

1. North West Geo-political Zone, Nigeria
2. Government owned tertiary institutions
3. Private companies
4. Trained secretaries with shorthand skills

The zone was chosen because it had a manageable population and the researcher was able to cover the zone within the period of the research study.

They were used because these institutions (Universities, Polytechnics and Colleges of Education) are well organized and they have laid down criteria used in employing secretaries. Therefore, these institutions are known to have more trained and skilled secretaries.

Some private production companies were used to allow comparison between the perception of secretaries in tertiary institutions and those in private companies/organizations regarding the relevance of shorthand skills to their jobs.

The research work is titled relevance of shorthand skill to secretaries' job. The research work hence, targeted trained secretaries having shorthand skill and not unskilled secretaries or typist.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

This chapter reviewed literature related to the study. The review was done under the following sub-headings:

2.1 Theoretical Framework

2.2 Conceptual Framework

2.3 Shorthand Systems

2.4 Historical Development of Secretarial Profession

2.5 Benefits of Shorthand Skills to Secretaries Job

2.6 Societal Perception of Shorthand and Secretarial Profession

2.7 Empirical Studies

2.8 Summary of Reviewed Literature

2.1 Theoretical Framework

Different theories of relevance was put forward by different authors depending on how each author viewed and relate it to the situation at hand. Jan StraBhen (2010) in journal of pragmatics describes relevance as the relation between an individual's earlier selections and his subsequent selections. This selection is supposed to explain the occurrence of the subsequent selections which the individual hope or expects to be of use to him.

The author stated further that since the introduction of the "Book Relevance" in 1986 by Dan Sperber and Deirdre Wilson, relevance theory of communication has achieved vast success, influence and controversy in the fields ranging from literary studies to neuroscience. The conception of relevance, grounded in cognitive science, has been used,

since then, to analyze verbal irony as well as clinical schizophrenia, and moreover to link the two phenomena. Hence, the theory of relevance is applicable in many fields to analyze the perception of people on an idea or phenomenon.

Jan StraBhen (2010) reveals further that Alfred Schutz (1966/1970) had earlier hinged on theory of relevance and tried to build the theoretical foundation of philosophical sociology on the fact that the concept of relevance is the central concept of sociology and of the cultural sciences. His theory also covered varied topics from music to language.

The author points out further that while Schutz stresses relations of sameness, and cited the goal of maintaining familiar rules and routines, which sometimes requires the modulation or adaptation of rules and motives. Sperba and Wilson on the other hand stress relation of difference, that is, dynamics of change, corrections, argumentations, amendments, experimental departures, flexibility, and sheer curiosity for new or novel experience and so on.

In reconciling the two seemingly opposing conceptions, Jan StraBhein (2010), proposes an "integrated concept of relevance" to reflect the two sides of routine yet flexible way in which people interact in context, capturing both the tension between routine and flexibility and the fact that this tension can be made productive over time and may work in single, useful direction within concrete processes. It is on this note that Jan StraBhein (2010) opined that relevance, though seems abstract as a concept binds together three distinct shades of meaning as follows:

1. What is relevant is for grounded, stands out, and commends the focus, interest or attention of people in that perspective.

2. What is relevant has great important, is significant, or surprising i.e. it make difference, affords decisive evidence, show new sides to the world.

3. What is relevance is fitting or pertinent i.e. connected to, or coherent with, a matter, situation or procedure, applicable to the problem in hand or germane to the issue.

Relevance can also be defined as connected, having some sensible or logical connection with something else such as matter being discussed or investigated. Also, having social significance, having some bearing on or importance for real world issue, present day events or the current state of society.

It is on this note that the researcher applied the theory of relevance to examine the significance, importance or imperativeness of shorthand skills to secretaries' job performance and further explore the dynamics of shorthand to today secretaries in the effective and efficient performance of their duties.

2.2 Conceptual Framework

The following concepts are reviewed to give light to the study:

1. Shorthand
2. Skill
3. Job
4. Relevance
5. Secretary

2.2.1 Concept of Shorthand

Like all other definitions, the concept of shorthand has been subjected to lots of definitions by different authors, writers and scholars. A few of them are highlighted for

the purpose of this study: Pitman (1983) viewed shorthand as the art of representing spoken sounds by written signs and made provisions for how to represent every sound heard in English words with signs. Encyclopedia Americana (1987) defined shorthand as any brief, rapid method of writing that is used principally in recording the spoken word, most commonly by substituting characters or abbreviations for the conventional letters and words. It is any system of rapid writing using symbols or shortcuts that can be made quickly to represent letters of the alphabet, words or phrases. Chambers Twentieth Century Dictionary (2000) has a similar definition that shorthand is a swift writing to keep pace with speaking. Standard Dictionary (2000) asserted that shorthand is any system of handwriting that reduces the number of muscular movements required to present words and sentences in graphic outline as opposed to longhand. Shorthand according to Oxford Dictionary of Current English (2001) is a method of rapid writing by means of abbreviations and symbols, used for recording what is said. Shorthand is the process of writing as fast as a man speaks. To buttress this definition University English Dictionary (2001) put it as a shorter mode of writing that is usually employed.

It has been variously known as stenography (close, little or narrow writing), tachgraphy (swift writing), brachygraphy (short writing). This is in line with Hornby (2005) who defined shorthand as a quick way of writing using special signs or abbreviations, used especially to record what somebody is saying. Ezenwafor (2009) opined that shorthand enables secretaries to write spoken words at such a high speed as 100 and 120 words per minute which is impossible in longhand. Ezenwafor, (2009) further explained that, a thorough training of confidential Secretaries must emphasize shorthand writing and transcription skills among other skills such as typewriting, book keeping and

office practice. He listed Shorthand as a major technical skill required of confidential secretaries for effectiveness.

Microsoft Encarta Premium (2009) considered shorthand as any system of writing that is rapid and concise enough to enable the writer to keep pace with normal speech. Usually, brief strokes, abbreviations, and special characters are used to represent letters, words and phrases. This was supported by Vundi, Nasongo and Majanga (2010) as they described shorthand as phonetic language where sounds are presented using designated strokes, dots and dashes.

Based on the definitions given above by different scholars, shorthand is a system of speedwriting which uses economy of time and space by representing spoken sounds by signs for effective transcription. It is a shorter way of writing using signs and abbreviations in order to keep pace with the speaker.

In order to further understand the variables in the research topic, concept of secretaries as given by different scholars is examined as follows:

2.2.2 Concept of Skill

Business Dictionary (2014) defines skill as the ability and capacity acquired through deliberate, systematic and sustained effort to smoothly and adaptively carry out complex activities or job functions involving ideas (cognitive skills), things (technical skills), and/or people (interpersonal skills). Wikipedia (2014) posited that skill is the learned ability to carry out a task with pre-determined results often within a given amount of time, energy, or both. In other words skill is abilities that one possesses in carrying out a given task.

2.2.3 Concept of Job

Business Dictionary (2014) defines job as a task performed by an employee in exchange for pay. The elements of performance are duties, responsibilities and tasks which are defined and specific, and can be accomplished, quantified, measured, and rated. From a wider perspective, a job is synonymous with a role and includes the physical and social aspects of a work environment. Often, individuals identify themselves with their job or role, for example, foreman, supervisor, or an engineer. Job is defined by dictionary reference.com as a piece of work, especially a specific task done as part of the routine of one's occupation or for an agreed price. It is also a post of employment or anything a person is expected or obliged to do; duty, responsibility, task etc.

2.2.4 Concept of Relevance

Oxford Dictionary (2001) defined relevance as something closely connected or appropriate to the current matter. Encarta Dictionaries (2009) put relevance as significance, bearing, application, importance, weight, consequence (formal), applicability, germaneness (formal).

2.2.5 Concept of Secretary

Several definitions of secretary have been put forward by various scholars. Aliyu (1990) stated that secretary is an assistant to an executive who possesses the mastery of office skills and ability to assume responsibilities without supervision: one who displays initiative, exercises judgements and decisions within the scope of his authority. The secretary is regarded as a keeper of secrets whose work is of a confidential nature. Adewale (2001) described secretary as someone who transcribe dictation from notes or voice recording machine, schedules and maintain appointment, arrange business itineraries

and coordinate travel arrangement, composes written communication from oral and longhand instructions, sorts, reads and annotates incoming mails, arranges and coordinate conferences and meetings, organizes and type reports, electronically, file document and supervises other employees. From the said definitions of secretary, it can be seen that a secretary also performs the functions of management as organizing, coordinating, supervising, directing etc. Azuka and Agomuo (2002) viewed secretary as a person employed to type letters, keep records, etc. Boladele (2002) opined that "A secretary is a warm, endlessly helpful and understanding individual whose sole aim is to alleviate, solve, prevent or soften problem workload and upsets for his/her executive. He/she is the means by which the executive initiates, handles and completes a project".

Oyeyiola (2005), in his book the Dictionary of Occupational Titles opined that a Secretary is a clerical worker who takes and transcribe dictations, make appointments for the employer, meeting people who call to see his employer and he is responsible for minor executive or supervisory duties. Oyeyiola also pointed out that a secretary in general term is an indispensable office worker whose services are essential to the success of a manager or a chief executive officer's job. The job description may be both primary and secondary in nature. The primary aspect has to do with the general secretarial duties while the secondary aspect is usually to delegate functions and differ within the same job description or even for different job portfolios. Oyeyiola further viewed secretary as someone who has a sound general education and has passed through a prescribed programme of training with appropriate skills, attitudes and competencies required for assuming roles in an office. Salami (2009) commented that secretary is a confidant, possessing mastery of shorthand and typewriting and office skills employed to assist an

executive in communication, administration, public relation and accounting. Dikko (2009) observed that secretaries are persons who assist a member of staff or top management level, who undertakes a lot of administrative tasks for the smooth running of the office.

Moreover, Akpomi and Ordu (2009) view the secretary as someone who without direct responsibility assists another with communication and public, professional and personal affairs. Akpomi and Ordu further defined secretary as 'interpreter, guide, fixer, filer, negotiator and organizer of debates about important problems'. This views the way secretary works within and between formal lines of authority. Dikko (2009) highlighted that secretaries are persons employed to write orders, letters, dispatch public or private papers, records and the like; an official scribe, one who attends to correspondence and transacts other business for an association, a public body, or an individual.

Salami (2009), posited that a secretary is an assistant to an executive possessing mastery of office skills, ability to assume responsibility without direct supervision, exercise judgement and makes decision within the scope of his/her authority. Akpomi and Ordu (2009) agreed with this definition as they define secretary as an executive assistant, who possesses a mastery of office skills, demonstrates the ability to assume responsibility with or without supervision, exercises initiatives and judgement and makes decision within the scope of assigned authority. It means that a qualified secretary should have a wide knowledge of business acumen, versatile in accounting, personnel, office practice, and communication and inside knowledge of the operation of all departments within the organization where he works.

Akpomi and Ordu (2009) posited secretary as an office-staff who combines the mastery of secretarial skills of typewriting and shorthand with office routine functions. Ojetokun and Mshelbwala (2010) regarded secretary as a person with ability to work effectively with little or no supervision, producing a high quality job or service with speed and accuracy and with minimum effort, expense and within the shortest possible time. Paulo (2010) defined secretary as a person, whose work consists of supporting management, including executives, using a variety of project management, communication and organizational skills. These functions may be entirely carried out to assist one other employee or may be for the benefit of more than one. In other situation a secretary is an officer of a society or organization who deals with correspondence, admits new members and organizes official meetings and events. Secretary is an office staff whose main job is to render help or assist an individual or organization.

Similarly, Ojetokun and Mshelbwala (2010) posited secretary as one who possesses mastery of secretarial skills with managerial expertise and knowledge of the business and conventions of the organization. Ojetokun and Mshelbwala also asserted that secretary is a person employed by another person, society or corporation for the purpose of conducting correspondence, keeping business records and transacting other business for the employer. Alikali (2011) observed that the word secretary is derived from a Latin word "seretarus", meaning something to know only to one or few and kept secret or hidden from the view and knowledge of others. Encarta Dictionaries (2012) also defined secretary as an officer of organization elected or appointed to keep the records of the meetings of an organization, and to write or answer letters on its behalf. Encarta

Dictionaries (2012) defined secretary as a clerical worker or employee who does clerical and administrative work in an office for a person or organization.

From the definitions given by different scholars reviewed above, secretaries served in two broad ways. Firstly, as an employee trained in secretarial functions employed to assist an executive, represent an organization, and act with little or no supervision, keeper of secrets for the smooth running of the organization. A person who takes and transcribe dictation, organize, coordinate, supervise, direct and whose services are essential to the success of a manager or an office. Secondly, a secretary could be one employed as a scribe by a society or corporation for the purpose of conducting correspondence, keeping business records and transacting other business for the employer. For the purpose of this research work, secretary is seen in the light of the first definition, i.e. a person trained, skilled and proficient in shorthand, typing, office practice and other secretarial functions capable of taking notes in shorthand, typing the organization's correspondence and carrying out other office routine works with little or no supervision.

To further understand the concept of secretary, types of secretaries are briefly explained as follows:

2.2.6 Types of Secretaries

Secretarial profession does not have reserved training for any special kind of individual of any level, but the difference in the kind of duties assigned to secretaries in different organizations give rise to having secretaries by type thereby making them undergo some special kind of training to backup their certificates and skills. For example, learning a particular kind of language in order to cope with a particular group of people. There are different types of secretaries depending on the type and operation performed in

that particular organization. This according to Nnamani (2009) included confidential secretary, personal/private secretary, departmental secretary, bilingual secretary, permanent secretary, parliamentary secretary, company secretary etc. They are explained one after the other below;

Confidential Secretaries: A qualified confidential secretary must possess thorough training in shorthand, typewriting, secretarial duties, English language etc. He/she are expected to be sensitive as to what is happening in the office.

Personal/Private Secretaries: They are employed in a business to deal with correspondence or person whose duties are confidential in nature. A private secretary performs duties which call for efficiency, integrity and ability to organize meetings and conferences. Being a private secretary, he/she is closely attached to the supervisor. Ambrose (2003) saw private secretary as an assistant to an executive. She conducted correspondence, get information and assists in other confidential matters. Her work may also include special functions such as attending meetings and making travelling arrangements.

Departmental Secretaries: These secretaries are employed in organizations to be in charge of the secretarial affairs of the department.

Bilingual Secretaries: They possess the ability to speak and write two or more foreign languages. Dikko (2009) defined bilingual secretary as a person who combines language and administrative skills to interpret, translate and summarizes information in order to ensure effective and efficient communication on a global level. A person with the ability of understanding and using two languages and expresses himself fluently in all the

languages in his daily routine. He undertakes secretarial duties using two or more foreign languages.

Permanent Secretaries: Permanent secretary is the highest position required in the secretarial field. As the name implies, a permanent secretary must be descriptive, tactful with at least twenty years working experience, the majority of the people in their category do not necessarily need secretarial duties such as shorthand and typewriting.

Parliamentary Secretaries: Parliamentary secretary as viewed by Ambrose (2003) is a secretarial professional appointed by government to undertake secretarial functions relating to parliamentary proceedings. They are known as "Clerks" or "Chief Clerk" of the house. Their duties include drafting of minutes, preparing reports, reading of motions and amendments, and concluding other business matters.

Company Secretaries: Company secretaries are employees possessing prescribed qualification appointed to perform the duties which may be perform by a secretary under Companies Act. The person is obtained by virtue of office. His duties includes keeping of stationery books and returns, takes part in the appointment of clerical staff, sees to every aspect of meetings.

There are some characteristics which will make secretaries perform their duties effectively in the office. These characteristics are classified into personal and business characteristics and they are explained as follows:

2.2.7 Personal Attributes of a Secretary

These are the personal characteristics of a secretary and in view of this; Adewale (2001) outlined some of the personal attributes or qualities of a secretary as adaptability, level of headedness, good observer, intuitiveness, flexibility, tact, friendliness, accuracy,

thoughtfulness, thoroughness, forethoughtfulness, initiative, self confidence, good listener, a good telephone personality and appearance.

Knight (2012) listed the following as qualities of secretaries;

a helpful

b trustworthy

c reliable

d honest

e confidential

f organizational skills

g immaculate appearance

h good communication skills

i good telephone etiquette

j ability to take instructions and carry them out

k ability to type speedily and accurately

The followings are business characteristics of a Secretary:

2.2.8 Business Attributes of a Secretary

These are attributes or characteristics that make the secretaries to be suitable to work in a particular office. Alikali (2001) gave the following business characteristics of a secretary as secretarial skills, organizing skills, efficiency, reliability and responsibility, discretion and initiative, tact and diplomacy, and punctuality.

Despite the personal and business characteristics of secretaries, and to enable them to assist the executive, they have some roles or functions they performed which has been

grouped into two by the researcher as traditional and modern functions of secretaries as explained below.

Apart from the personal and business characteristics of secretaries, they perform the following functions which have been grouped under two sub-headings: traditional and modern functions of secretaries as explained as follows.

2.2.9 Functions of Secretaries

Apart from the personal and business characteristics of secretaries, they have some roles or functions they performed which enable them to properly assist the executives, they are grouped into traditional and modern functions of secretaries. They are explained below.

(a) Traditional Functions of Secretaries

The traditional function of secretaries is to take down dictations from the executive in shorthand and transcribe the same in longhand using manual typewriter. Aromolaran (1986) opined that there are other traditional roles of the secretary depending on the office and situations in which he/she found him/herself by keeping petty cash on behalf of the department, creative roles of cutting articles that are relevant to her department from newspapers, dailies and magazine. National Board for Technical Education (1989) listed the following as traditional roles of a secretary:

i. typing correspondence.
ii. taking dictation and transcribing dictated materials into mailable documents.
iii. arranging files and various information into appropriate headings.
iv. answering phone calls and attending to visitors.
v. making travelling arrangements for the boss.

vi. arranging meetings and booking hotel accommodation.

vii. acting on behalf of the boss.

The traditional function of secretaries according to Aromolaran (1986) and National Board for Technical Education (1989) deduced the original functions of secretaries is to write down shorthand and transcribe same into longhand using manual typewriter and perform other office routine functions in a traditional office setting as shown above.

Chukwumezi (2002) on his part asserts that secretarial services used to be crude, primitive and recorded little achievement technologically where manually operated machines and equipment dominated it. The records system was completely manual with documents maintained on paper and store on file drawers. Aliyu (2005) was of the same opinion that the secretary of old belabored himself with the manually operated typewriter, dialing the ten-digits of the telephone, and commuting offices receiving or giving information. Aliyu (2005) further explained that what was expected of the secretary then was to take down notes in shorthand and transcribe the notes rapidly on the rugged old fashioned typewriter. He/she had to make a lot of jottings in semi-sensible form into a well developed inter-office memo or business letter. Salami (2009) pointed out the following as functions performed by secretaries traditionally; using manual typewriter to type various documents; taking shorthand dictation, filling and retrieving documents from wooden or steel cabinets, receiving landline telephone calls. The secretary is also involved in screening calls and callers, arranging appointments, keeping imprest accounts, processing stationery items, servicing meetings, drafting letters, reports and speech for the executive, supervising and giving on-the-job training to junior clerical staff, using

cyclostyling machine and copying machine. He summarized these functions into four broad categories viz: Accounting, Administrative, Public Relation and Technical Functions.

Akpomi and Ordu (2009) said that, in offices of past, the role of secretaries in business is to take dictated memos and letters in shorthand and typed, receiving of telephone calls and processing of mails. They summarized by referring to tradition secretaries "half-baked because they only possess knowledge of shorthand, typewriting and basic office practices". Good (2010) saw traditional duties of a secretary as related to correspondence, such as the typing out of letters, maintaining files of paper documents etc.

Alikali (2011) stated the functions of secretaries as contained in the Dictionary of Occupational Titles which can be viewed as traditional functions as follows:

1. Perform general office work in relieving executives and other company officials of minor executive and clerical duties.
2. Taking dictation using shorthand or a stenotype machine.
3. Transcribes dictation or the recorded information or reproduce on a transcribing machine.
4. Makes appointments for the executives and reminds him of them.
5. Interviews people coming into the office, directing other workers who do not warrant seeing the executive.
6. Answers and makes telephone calls.
7. Handles personal and important mail, writing routine correspondence on her initiatives.
8. Supervising other clerical workers.

9. Keep personal records etc.

Generally it is clear from the above that the traditional functions of a secretary include making appointments for the executives and reminds him of them, perform general office work in relieving executives and other company officials of minor executive and clerical duties, taking dictation using shorthand or a stenotype machine and transcribing same into longhand are some traditional functions of secretaries among others.

(b) Modern Functions of Secretaries

Modern functions of secretaries as posited Aja (2000) are that secretary is involved in organization of information flow from the source to eventual storage. He plans and schedules meetings, organize and maintain paper and electronic files, manage projects, conduct researches, handle telephone calls, websites, e-mails and handle travel arrangements for his chief executive. He uses a variety of office machines and equipments like fax machines, internet etc which help him to function effectively and efficiently. This was supported by Agomuo (2002) that due to dynamic nature of the office, the role of the secretary has continued to assume added dimensions. Agomuo observed that for large organizations today, the secretary can lend administrative support to the executive by handling many time-consuming duties and tasks such as compiling and organizing information for reports and long memorandum, maintaining confidentialities, disseminating information relating to administrative policies, researching data for presentation to be made by the executive composing and drafting certain letters, and performing any other duties delegated by management.

Iwuoha (2002) described secretaries in the office as a public and human relations expert, the secretary within the capacity of the office portrays a positive image of the employer to the public, generates good relations in working with all employees in the organization. Moreover, Iwuoha (2002) further added, while expressing their perception of the secretary's importance in the office and the nation in general noted that, as the public relation representative of the organization, the secretary does the work of reception where there is no receptionist thereby assuming the role of an office hostess thus, leading to effectiveness, conducive administrate atmosphere, greater productivity, and enhancement of national development. Modern functions of secretaries can be deduced from Iwuoha (2002) as the human relation officer of the organization to the public, relate well with employees and sometimes act as the receptionist leading to greater productivity for national development.

Aliyu (2005) stated that secretaries performed the role of management because they are important members of the management team (today) in business, government, education, communications, media and other areas of contemporary society. Secretaries are expected to take dictations in shorthand, transcribe same rapidly and accurately with an easy use of modern electronic secretarial gadgets. They are to punctuate and spell correctly, detect errors in grammar, develop and maintain filing systems as well as receive and handle telephone calls, and reconcile simple accounts. Secretaries must play the role of intelligence, alertness, interested, and socially amiable, possess a good memory of places, names and events they maximize the use of opportunities which modern technology provides for quick, effective and efficient discharge of secretarial functions. They identify suitably with an enhanced ability to operate or access modern technological

tools and skills such as the computer etc. They receive and distribute information to people both within and outside the office environment. Aliyu (2005) on the modern functions of secretaries, opined that secretaries are part of the management; they are expected to take dictation and transcribe using electronic secretarial gadget, handles phone calls and reconcile simple account, distribute information within and without for effective office work.

Oyeyiola (2005) pointed out the following duties of a secretary which can also be classified under modern functions of a secretary;

i. Typing of memorandum, business letters and correspondence of various kinds.
ii. Handle computer/word processing related activities.
iii. Transcribe dictated material into mail-able document.
iv. Arrange files and information into appropriate headings.
v. Manage the boss appointment.
vi. Act on boss's behalf.

Aliyu (2005) regarded secretaries as a 'confidant', one who is entrusted with the secrets of confidential matters of the Chief Executive. It has been said that the efficiency and success of business executives is tied up to a large extent, upon the level of efficiency of his secretary. Moreover, the secretary serves as the link between the organization and the outside world and is expected to contribute to the overall accomplishment of the corporate goals.

Amoor (2008) stated that there are several other non-typing skills that must be acquired by a secretary to enable her experience success and job satisfaction in today's automated office which include assisting her executive in decision-making on some issues

affecting the establishment, supervising the subordinates, ability to work under pressure and manage her time and that of her boss effectively, ability to work for more than one boss' in a depressed economy and ability to manage herself and her boss desire to work with computer, excellent English Language skills and ability to use reference and resource materials. Amoor also added that secretaries today conduct research on the internet, operate and troubleshoot new office technologies, coordinate administrative activities, stores, retrieves and integrate information for dissemination to staff and clients. Amoor (2008) further explained that secretaries serve as information and communication manager for an office, plan and schedule meetings and appointments, organize and maintain paper work and electronic files, disseminate information by using telephone, mail services, web sites and e-mail. Secretaries are aided in these tasks by a variety of office equipment such as fax machines, photocopies, scanners, telephone, paper shredders, etc. Also, secretaries use computers to do tasks previously handled by managers to create spreadsheets, compose correspondence, manage data bases, and create presentations, reports and documents using desk-top publishing software and digital graphics.

Akpomi and Ordu (2009) refer to modern secretaries as exposed to office technology including internet that make work much easier and knowledge more accessible. It is easier for secretaries to send messages by telex, electronic mails (e-mails), fax and telephones. Onwukwe and Uteh (2009) asserted that, as reliance on technology continues to expand in offices, the role of a secretary has rapidly evolved. Secretaries perform variety of administrative and clerical duties. He serves as information manager of an office, he performs and coordinates office administrative activities, storing, retrieving and integrating information for dissemination. Akpomi and Ordu (2009), Onwukwe and

Uteh (2009) viewed modern functions of secretaries as a means of exposing secretaries to office technology which fasten secretaries' work in the office.

Brussels (2012) said the introduction of word processing has significantly reduced the time that such duties require, with the result that many new tasks have come under the purview of the secretary. These might include managing budgets and doing bookkeeping, maintaining websites, and making travel arrangements. Secretaries might manage all the administrative details of running a high-level conference or arrange the catering for a typical lunch meeting. Often executives will ask their assistant to take the minutes at meetings and prepare meeting documents for review. From Brussels (2012) point of view about the modern functions of secretaries, more work or tasks is performed by secretaries since modern office gadgets saves time, manage administrative activities, arrange travels, takes minutes and arrange catering for lunch meetings.

2.3 Shorthand Systems

There are some systems of shorthand formulated by different people and these individual systems were briefly explained by Davis and Oladunjoye (1990) according to their years of publication as follows:

i. **Pitman (1837)**: Pitman Shorthand is the modern British Geometrical System invented in 1837 by Sir Isaac Pitman who was born in Trowbridge, England. He learned the Taylor's Shorthand System, then developed his own which he called "Stenographic Sound-Hand". It provides a way of representing every sound heard in English words and it is widely used up till today. Pitman Shorthand has been adapted to many foreign languages. Three major systems had evolved from Pitman's original work. These are Pitman New Era, Pitman Script, and Pitman

2000. Ilo (2010) contributes that in 1870, Isaac Pitman established a school where students could qualify as shorthand writers.

ii. **Gregg Shorthand (1885)**: The modern cursive shorthand system was the "baby" of John Robert Gregg who was born in Ireland in 1867. He was a student of Pitman. At the tender age of 18, he developed the Gregg Shorthand; by the time he was 20 years of age, he had published his shorthand book. He took his invention to the United States in 1893. Gregg System has metamorphosed from Anniversary, Simplified and Diamond Jubilee editions. The latest revision is known as Gregg Series 90. In the 1960s, Gregg Shorthand was widely used in the Western Region of Nigeria (now comprising Edo, Delta, Ogun, Oyo, Ondo, Ekiti, Osun and Lagos States today) of Nigeria.

iii. **Machine Shorthand (1910)**: This is another system which has been in use primarily for high speed court reporting since Moles Bartholomew (1879) and Ward Stone Ireland (1910) patented their machines. Like other shorthand systems, machine shorthand is phonetically based. The 23 keys on the machine allow the operator to print letters, syllables, words, phrases and number on a paper tape by depressing individual keys or combination of keys simultaneously. The two leading shorthand machines are **Stenograph and Steno print**.

iv. **Speedwriting Shorthand (1923):** This system was developed by Emma Dearborn in 1923 and was generally taught mainly in proprietary business schools in the United States under franchise agreements. The speedwriting system uses the letters of the alphabet and familiar marks found on the typewriter to represent sounds. The speedwriting system has the advantage of being taught in less time than the

symbol systems because students are already familiar with the alphabet and punctuation marks employed in the system.

v. **Stenoscript Shorthand (1950):** The system was first published in 1950. It uses all 26 letters of the alphabet and 3 punctuation marks. The 43 principles or rules are presented in 7 lessons, which take from 30 to 40 hours to cover.

vi. **Forkner Shorthand (1952):** It was developed by Hamden Forkner, Snr. in the late 1940s and published in the first semester. The second semester is reserved for continued speed development and transcription refinement.

vii. **Stenospeed Shorthand (1953):** This has been marketed since 1953 and was revised in 1973. The system includes nine abbreviated longhand characters, ten longhand letters, six symbols, blends, brief forms and other sounds.

viii. **Briefhand Shorthand (1957):** This system is now known as P.S. or Personal Shorthand. It uses the 26 alphabet letters but no symbols. Dictation can be recorded at the typewriter or by pencil or pen.

ix. **Quickhand Shorthand (1974):** This system was written by Grossman and published in 1974. It uses programming techniques to facilitate independent study.

x. **Century 21 Shorthand (1974):** It was published in 1974. It makes uses of the symbols to represent sound. Its features were derived from computer processing of vocabulary, numerical and phonetic data; from analysis of hundreds of shorthand systems-past and present, and from studying the reading, writing and transcribing problems of students. This system contains a number of words which are written with special abbreviations. These words are called **Speed** forms. The history of shorthand has witnessed gradual development to the secretarial profession.

3.4 Historical Development of Secretarial Profession

Secretarial profession was not well known at the inception. According to Fafunwa (1991), Vocational and Technical Education of which secretarial studies is key was not popularized at the inception of Western Education in Nigeria. Instead, literal studies were given more prominence and the Nigeria Society was thereby made to develop a lukewarm and degrading attitude to practical courses such as secretarial studies, which were by then offered at sub-professional levels only.

In addition, Fafunwa (1991) opined that the rapid economic expansion in the 1950's coupled with the preparation for eventual political independence precipitated the establishment of commercial schools, which offered secretarial courses as well. The Colonial Government also offered secretarial courses under the ambit of the then College of Arts, Science and Technology. Also, the Federal Training Centres and the Institute of Administration included secretarial training in their courses of study mainly at sub-professional levels. Aside these, other commercial schools were privately owned. On completion of their initial secretarial courses in the training institutions, the aspiring graduates struggled on their own to take advanced examinations of some foreign professional bodies such as the Royal Society of Arts (RSA), Pitman and the likes.

Osuala (1998) revealed that even though it is possible to trace the history of business programmes such as secretarial studies as far back as to the 18th Century, the story really began with the springing up of private commercial schools in the 1940's. Prior to this period, commercial education (as it was then called) was undertaken mainly through informal or apprenticeship method. Ojetokun and Mshelbwala (2010) asserted that the history of secretarial profession in Nigeria is as old as the profession. Available records reveal that the effective preparation of Secretaries in Nigeria had a rough

beginning. Ojetokun and Mshelbwala (2010) reports that prior to the proper formalization and conduct of secretarial courses in Nigeria, some ambitious individuals also found their way into Britain, either as government sponsored or private students, to undertake proper training in the secretarial profession. They both concluded that the secretarial training continued even after Nigeria's Independence. Today, all the Polytechnics, Colleges of Technology, Colleges of Education and some Universities offer secretarial courses leading to the award of OND, HND, NCE, and Degree. There are also staff training centres in all parts of the country running various secretarial courses.

Furthermore, secretarial profession according to Igbinedion (2010) started in the United States of America in the 17th and 18th centuries. By the 19th and 20th centuries the profession expanded rapidly to some developed countries and spread to developing countries. In 1870 Sir Isaac Pitman founded a school where students could qualify as shorthand writers to "professional and commercial men". Originally, this school was only for male students. In the 1880s, with the invention of the typewriter, more women began to enter the field, and since World War I, the role of secretary has been primarily associated with women. By the 1930s, fewer men were entering the field of secretaries. In an effort to promote professionalism amongst United States secretaries, the National Secretaries Association was created in 1942. Today, this organization is known as the International Association of Administrative Professionals (IAAP). The organization developed the first standardized test for office workers called the Certified Professional Secretary's Examination (CPS). It was first administered in 1951.

In 1952, Mary Barrett, president of the National Secretaries Association, C. King Woodbridge, president of Dictaphone Corporation and American businessman

Harry F. Klemfuss created a special Secretary's Day holiday, to recognize the hard work of the staff in the office. The holiday fell on the fourth week of April and it is now celebrated in offices all over the world. It has been renamed "Administrative Professional's Week" to highlight the increased responsibility of today's secretary and other administrative workers, and to avoid embarrassment to those who believe that "secretary" refers only to women or to unskilled workers.

Moreover, the term "secretary according to Alikali (2011), was derived from the Latin word secernere, "to distinguish" or "to set apart", the passive participle (secretum) meaning "having been set apart," with the eventual connotation of something private or confidential, as with the English word secret. A secretary was a person, therefore, overseeing business confidentially, usually for a powerful individual (a king, pope, etc.). As the duties of modern secretary often still include the handling of confidential information, the literal meaning of their title still holds true. Since the Renaissance until the late 19th Century, men involved in the daily correspondence and the activities of the mighty had assumed the title of secretary. With time, like many titles, the term was applied to more and varied functions, leading to compound titles to specify various secretarial works better, like general secretary or financial secretary. Just "secretary" remained in use either as an abbreviation when clearing the context or for relatively modest positions such as administrative assistant of the officer(s) in charge, either individually or as member of a secretariat.

2.5 Benefits of Shorthand Skill to Secretaries' job

On benefits of shorthand to secretaries' job, Ambrose (2003) posited thus;

i. The use of shorthand exposes the secretary to the environment surrounding her/him as she/he goes out to sort information where and whenever the need arises.
ii. The achievements of shorthand writers or secretaries due to her knowledge and use of shorthand brings prestige and respect to her.
iii. The use of shorthand cost less because the maintenance and cost of purchase is very low. All is needed in writing is pencil and reporter's notebook.
iv. The uses of shorthand educate the secretary more and more. She has the opportunity of having knowledge on different subjects or areas as dictated matters could come from any area or field. It also makes the secretary to know more on the language she uses during the course` of her recordings.
v. One of the functions of secretaries is to keep secret, the use of shorthand brings confidentiality as dictated matters can be kept from the public knowledge, thereby helps the Secretary to keep secrets.

The introduction of office automation does not render shorthand useless. Arthur (2005) observed that shorthand becomes ardently necessary where there is power failure and generator is not at hand. During political campaigns and visiting to rural places, secretary with shorthand skill is also required to take notes in shorthand in the absence of recording machines. Arthur (2005) further observed that shorthand enables secretaries to meet dictation requirement using the phonetic symbols and also enables the secretary to be familiar with words and their pronunciation, the application of proper punctuation marks in correspondence going out of the office.

From the above, one can say it is clear that shorthand is of great significance and importance right from the time the art began because:

i. Shorthand is widely used in business and government to record correspondence, meetings, conferences and official proceedings of all kinds.
ii. Shorthand also enables the writer to keep pace with a speaker in order to take down an accurate record of what is spoken.
iii. It is employed extensively in reporting the proceedings of legislative bodies and the trial of cases in courts of law and for taking dictated business correspondence.
iv. Shorthand is used mostly to take dictation or record what someone says. A person can write shorthand much faster than longhand because he writes symbols only for sounds.
v. The use of shorthand creates personal relationships between the secretary and her executive or any person he/she comes in contact with in the course of recording duties.

Ahmed (2006) asserted that shorthand is a skill and practical subject that enhances accurate and successful form of taking dictation, writing of letters and producing a mailable memorandum. Good knowledge of shorthand enables the secretary to record telephone messages verbatim and possesses good control of English language, general knowledge in business matters and terminologies. This was supported by Onwukwe and Uteh (2009) that in the era of ICT, shorthand is still very relevant and has educational value. Besides its merit as a practical accomplishment, it is of direct service as mental discipline, the degree of application and concentration required for its mastery is considerable. Onwukwe and Uteh further said that it serves as an effective medium for training in English; while at the same time the resources of the speed class can be used to

extend knowledge of matters of cultural and general interests. He stressed that the link between shorthand and English prose helps to cultivate an 'ear' for good English and at the same time extents vocabulary if the meaning of new words in the text are discussed. Elijah (2009) supported this by saying the inconsistency of electricity in a nation like Nigeria and Africa in general, demands for a high level of secretary with shorthand skill is needed.

Ezenwafor (2009) posited that the primary purpose of shorthand is to enable secretaries take dictations with sufficient speed and accuracy so as to produce mailable documents as required by their supervisors. The results of the research carried out by Vundi, Nasongo, and Majanga (2010), showed that 60% agreed that shorthand is relevant for secretaries' job because they saw shorthand as imparting skills of work organization and mental alertness that are crucial in the undertaking of the multiple tasks of a secretary irrespective of whether there will be shorthand dictation or not.

Vundi, Nasongo, and Majanga (2011) opined that shorthand cannot be separated from English. This is because shorthand is a linguistic skill and words are the very stuff of which it is made. A well developed skill in English is a contributory factor to success in the total shorthand skill (both writing and transcribing).

McNicol (2012) outlined the benefits derived from shorthand as the sign formation development habit based on the attentiveness of sound that is built through drill practices develops human capacities on the following:

a Enhance hearing capacity

b Retention of words, sequential flow of ideas

c Internalization of facts

d Endurance and perseverance

e Fast reasoning and movement of hands

f Enhance concentration abilities

g Ability to recognize, differentiate any adjust with dexterity and mastery skills.

2.6 Societal Perception of Shorthand and Secretarial Profession

Perception is the way in which society or people think about or their impression about something and in this case shorthand and secretarial profession Oxford Dictionary of Current English (2001) defined profession as a job that needs training and a formal qualification, a body of people engaged in a profession. Ojetokun and Mshelbwala (2010) also defined profession as a kind of occupation that requires a considerable degree of skill and intellectual development over a reasonable period of training. Profession was defined by Encarta Dictionaries (2012) as an occupation that requires extensive education or specialized training. Iwuoha (2002) posited that secretarial profession has to do with the secretary and her/his job in the sense that it equips the secretary with the knowledge of general secretarial practice.

Traditional perception of secretarial profession as viewed by Iwuoha (2002) said some people see secretarial profession or job as being synonymous to clerical duties and sometimes in the far past regarded as a disposable employee who could be hired and fired at random, but due to technological development, the modern secretary is now accorded more respect and can no longer be fired at random. Attempts have been made over the years to train secretaries to be more effective and efficient in their job. One wondered how an office would have been without a secretary or how the business world could have survived without the secretarial profession. Stokes, Wierenga and Wyn (2003) contributed

that generally, people view Vocational and Technical Education (VTE) under which secretarial studies as a non-academically oriented discipline. Therefore, those enrolling in these subjects were sometimes referred to as "drop kicks," "drop outs" and bloggers by the society. Esene and Ohiwerei (2005) shared the same view that the public perception of the secretarial profession is for the drop outs.

Aliyu (2005) observed that the traditional conception of people about secretary and his/her functions, like the ancient executive with whom he/she has always been identifies has been rather narrow-minded, rigid, unprofessional, academically inadequate, unorganized, slow, inconsistent and old fashioned. It was perceived by Ojukwu and Ojukwu (2005) that Business Office Education is often perceived as an easy course. This thus makes the course attractive to the least qualified candidates. According to them, this wrong perception of Office Education affects performance, because new entrants into the course develop wrong attitude and orientation. The reality however, is that office education requires more than above average intelligence capability in order to cope with the academic rigors involved in the course. Afeti (2006) also supported this by saying the impression created by the governments is that the primary aim of Vocational Education was to keep dropouts from secondary schools off the streets.

Onwukwe and Uteh (2009) perceived that the society accorded low priority to shorthand. The society, to some extent, determines what an individual can do for a living. Onwukwe and Uteh (2009) further pointed out that despite the general improvements in qualifications possessed by the modern secretaries as a result of modern facilities and technologies it is still erroneously regarded as the profession for the academic misfits and persons from the lower rung of the society. Issa and Nwalo (2010) contributed that many

youths go into unsuitable profession due to the prestige the society attach to certain jobs. Consequently, many youths are unsuited for their professions as they usually find themselves in professions where they could not satisfy their value needs as this happens the youths constitute nuisance to themselves and their employers. They are usually unable to contribute meaningfully to the society and ultimately become liability to the nation. Ojetokun and Mshelbwala (2010) discovered that secretarial profession over the years has not been accorded its rightful position among other professions and this could be as a result of many trained secretaries not willing to identify themselves with the profession especially when they find themselves in the midst of other professionals like Accountants, Engineers, and Surveyors etc.

Umar (2011) observed that many parents do not consider office Business Education which is an umbrella for shorthand befitting for their children. Umar opined that they believe such office skills are better acquired through apprenticeship, and see no reason why their children should not aspire to become lawyers, doctors, engineers, etc. Umar further stated that most people believe typewriting or secretarial job should be left in the hands of women and maids. They also observed that many students who chose to read Office/Secretarial Education do so with false orientation that secretarial job should be left in the hands of women and maids. Secretarial profession is not accorded the same recognition and treatment as their counterparts from other professions. Even in the public sector, the government has continually refused to accord the secretarial profession the same recognition with their counterparts in other profession.

2.7 Review of Empirical Studies

Many researchers have conducted studies relating to relevance of shorthand skills to secretaries' job performance and their findings were reviewed by the current researcher: Ezenwafor (2009) carried out a study on Civil Servants' Perception of the Relevance of Shorthand to the Effectiveness of Confidential Secretaries in the Era of Office Automation. One research question was formulated and one null hypothesis was tested at 0.05 level of significance. 180 top civil servants drawn from Anambra and Enugu States were used. These subjects were subjected to t-test statistical analysis. The following nine shorthand skills were identified;

1. Mastery of principles for reading/writing
2. High speed writing
3. High speed transcription
4. Use of full outlines for easy transcription
5. Use of short forms for higher speed
6. Good knowledge of English words
7. Good use of punctuation marks
8. Note taking from dictating/recording machine
9. Verbatim recording of events.

The findings revealed that all the nine identified shorthand skills were considered relevant by top civil servants who utilized the services of confidential secretaries for different lengths of time. It was further revealed that no significant difference existed between the mean ratings of the two groups involved in the study (those whose utilization of such services ranged between 1-5 years and those of six years and above). The

researcher concluded that shorthand is a sine qua non to confidential secretaries' effectiveness notwithstanding the type of office. The researcher made the following recommendations amongst others; that government should support the review of the secretarial education curriculum of Nigerian institutions to inculcate ICT skills so as to enhance the effectiveness of the products in the work place and that the government should adequately fund secretarial education programs to ensure provision of relevant equipment and manpower.

The research work helped the present researcher in the literature review because the present research derived some of the relevance of shorthand to secretaries' jobs from the work. However, the study had no statement of problem and objectives of the study. The research topic lacked level and location which the present study will provide.

Elijah (2009) conducted a research work on the "Relevance of Shorthand to Students of Secretarial Studies in the 21st Century." (Case Study of Kaduna Polytechnic, Kaduna). The study was carried out to investigate the relevance of shorthand to students of secretarial studies in the 21st century. Five objectives, four research questions, and four null hypotheses were drawn to guide the study. The population of the study was 230 of both lecturers and students while the sample used was 115. Instrument for data collection was structured questionnaire which was validated and reliable, 115 questionnaires were administered and 90 were collected. Dispersion and central tendency techniques were used to analyze the data. After analyzing and interpreting the data, some of the findings of the research based on each research question are as follows: Shorthand should be eradicated and be replaced by modern office technology, the use of shorthand was archaic, both shorthand and modern office technology should be encouraged, shorthand was still used as

a criterion for employing secretaries, modern office technology storage was not better than shorthand, the notes taken down in shorthand were more authentic and accurate than machine. The following recommendations were made by the researcher based on the result of his findings;

1. The study of shorthand and modern office technologies should be compulsory for all secretarial students at the tertiary education level. This will make the secretary to be versatile in knowledge and more competent. This makes for easy employment.
2. Shorthand should not be eradicated because it is still useful for journalists and secretaries because it serves as a means of confidential writing in close door meetings.
3. Organizations and other employers of labour should be educated on the importance of shorthand through appropriate seminar and workshop.
4. The empirical study is directly relevant to the current research studies. The current researcher observed that from Elijah's (2009) research work, the objectives, research questions and, research hypotheses do not tally. The scope of this study was delimited to Kaduna Polytechnic; therefore the basis of generalization cannot be accepted. The research work has no conceptual framework.

Akpomi and Ordu (2009) conducted a research on the "Modern Office Technology and the Secretary's Productivity in Private Business Organizations". The study investigated modern office technology and secretaries' productivity in private business organizations. Three research questions and null hypotheses were posed and formulated for the study. The population for the study consisted of all the secretaries in all modern business organizations in Port-Harcourt and its environs. Random sampling technique was used to select 40 secretaries drawn from 40 selected private business

organizations in Port-Harcourt. Three instruments namely; the Modern Office Technology Availability (MOTA), Modern Office Technology and Secretary's Usage (MOTSU), and Modern Office Technology and Secretary's Productivity (MOTSP) were developed and used for the study. The instruments were face validated by experts in Office Management and Business Education and had a test retest reliability index of 0.73, 0.84 and 0.89 respectively. Mean and Chi-square were the statistical tools used for analysis. The questionnaire was properly filled and returned. Any item with a mean score of 2.00 and above was regarded as a factor that contributed to effective and efficient productivity of the secretaries in modern business organizations. While any item with a mean score of less than 2.00 was considered otherwise.

Based on the researcher's findings, it was concluded that many private business organizations have computers and other modern office technological gadgets. Some however have none and this affected the productivity of secretaries in such business organizations. The skills of the secretaries in the use of technological gadgets are basically portrayed in virtually all aspects of the working environment in a modern business office. Based on the results and findings of the study, the following recommendations were made among others: private business organizations should procure as many modern office technological gadgets as are available in the market to enable secretaries increase their productivity, secretaries without new skills in the use of modern office technological gadgets should be retrained to fit into the trend of current advancement, secretaries should be given the opportunity and chance to perform or carry out other administrative functions. Akpomi and Ordu (2009) research work was well carried out and have helped the present

researcher in her work but the theoretical framework or conceptual framework was not examined.

A research carried out by Nnamani (2009) titled "Public Perception of Secretaries and Receptionists in an Organization". The research was to study the extent to which receptionist duties affect the secretaries' job in an organization. Four research questions were raised to carry out the research. Descriptive survey method was used to design the research. The whole population of secretaries in all departments and customers within the reach of the researcher were used. Questionnaire and oral interview schedule were used to collect data. The instrument used in collecting data was tested and found reliable, statistical and explanatory methods were used in interpreting the data. The finding revealed that secretaries were indispensable to the organization. Considering the importance of secretaries in an organization and based on the data analyzed, the following recommendations were made; investigation should be carried out to discover the various reasons why secretaries and visitors of the organization sometimes do not have cordial relationship, employers and executives in any organization be it industrial, distributive, bank, hospital or government organization under whom secretaries work or answerable should encourage and give secretaries that opportunity to go for more training and re-training, the Government through the National Board for Technical Education (NBTE) should innovate the curriculum of secretarial studies to make it encouraging/interesting and not to restrict it to typing alone. Nnamani's (2009) study helped the present researcher in supplying information on the types, functions and characteristics of a secretary but the topic is not specific and the delimitation of the study was mentioned.

Alikali (2011) conducted a research on "Secretarial Tasks Required in Modern Business Offices and their Implication on Secretarial Education Curriculum of Tertiary Institutions in the North Central Zone of Nigeria". Four objectives, research questions, and null hypotheses were drawn to facilitate the study. Descriptive survey research design was used with questionnaire administered to 148 executives and 202 secretaries drawn from the population of 2,960 executives and 4,040 secretaries. The instruments were validated and reliable. The null hypotheses were tested using t- test and chi-square statistics at 0.05 level of significance. Some of the findings included: secretaries and executives did not differ on the job-tasks required by the secretary in modern business offices; the performance of secretarial education students in job-tasks in modern business offices depended on the correction of lapses in the current curriculum. It was based on the findings that the researcher maintained that secretary in modern business offices needed computer based knowledge job-tasks and also computer related competencies because almost all of the tasks performed by secretaries in modern business offices were computerized.

The researcher recommended the following among others: there is need for Secretarial Education Teachers to be trained with new technologies so that they can be able to teach secretarial students with relevant equipment, there is need for institutions such as Colleges of Education and Universities to train secretarial education students with computer based word processing knowledge in order to make them relevant in the modern business offices and business world. This research work is relevant to the current research studies. The current researcher observed that Alikali's research work was thoroughly carried out. Although the research work helps the current researcher in the area of business

attributes of a secretary, however there was no conceptual framework that guides the study which the present study contained.

2.8 Summary of Reviewed Literature

Shorthand is the act of representing spoken sounds by written signs. It is a shorter way of writing in order to take a verbatim recording of what is said. Shorthand has been in existence since men quest the need for recording of whatever is said with an international history. There are different methods of shorthand used in recording speeches and the main method used today is the Pitman New Era introduced by Pitman in 1837. Other methods were derived from Pitman System but the most widely used is that of Pitman system.

Secretaries are personnel employed who passed through a prescribed programme of training with appropriate skills, attitudes and competencies required for assuming the role of assisting their executives in an office. There are different types of secretaries which include confidential, private, company, etc and some of their traditional functions are using manual typewriter to type documents, taking shorthand dictation, filing and retrieving documents from wooden or steel cabinets, receiving telephone calls while modern function is exposing the secretaries to office technology. Shorthand history can be traced back to when man quest for speed writing and recording of speeches. Pitman introduced his method known as Stenographic Sound Hand in 1837 where he used signs to represent sounds. The word secretary was from a Latin word when there was need to keep secret and to oversee business confidentiality meant for male. With the introduction of typewriter, women enrolled for the profession. Secretarial profession became standardized profession when they started administering test. Shorthand as a skill is relevant to secretaries' job because he/she uses shorthand to record correspondence, discussions at

meetings, conferences and official proceedings of all kinds and also enables the writer to keep pace with the speaker in order to take an accurate record of what is spoken.

Shorthand was perceived as relevant to secretaries' job by some people while others perceived it as irrelevant and that the secretarial profession is for never-do-well people. With the introduction of office automation in modern office, writers argued on the relevance or otherwise of shorthand to secretaries' job. Empirical studies were reviewed. From the literature reviewed, none of the researchers studied the perception of secretaries on the relevance of shorthand skills to secretaries' job performance in North West Geo-political Zone, Nigeria. This is the gap which the result of this study helped to fill.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

The chapter describes the methods and procedures used to conduct the study under the following sub-headings.

3.1 Research Design

3.2 Population of the Study

3.3 Sample Size and Sampling Procedure

3.4 Instrument for Data Collection

3.4.1 Validity of the Instrument

3.4.2 Pilot Study

3.4.3 Reliability of the Instrument

3.5 Procedure for Data Collection

3.6 Procedure for Data Analyses

3.1 Research Design

Descriptive survey research design was adopted for the study. According to Bello and Ajayi (2000), descriptive survey is the best way for collecting information from members of a large population who are located in different places. Francis (2003) explained that descriptive survey research enables the researcher to describe events, situations or phenomena as they are at the time of the study. Descriptive research also helps the researcher to systematically document current opinions and information on research work. Alamu and Olukosi (2008) stated that descriptive research enables the researcher to collect all data for the purpose of describing and interpreting existing conditions, prevailing practices, beliefs, attitudes and on-going process. This study

involved the collection of data through the use of questionnaire, and the data collected were subjected to statistical analysis.

3.2 Population of the Study

The population of the study was two hundred and thirty three (233). For research purpose, population is a group of people, objects or institutions that possess one or more characteristics of interest to the researcher. The population of the study was made up of secretaries in higher institutions and some private companies in North West, Nigeria. The breakdown of the population is presented in Table 3.1

Table 3.1 Population for the Study

S/No	State	Institutions	No of Secretaries
1	Kaduna	Ahmadu Bello University, Zaria	64
		Federal College of Education, Zaria	06
		College of Education, Gidan-Waya	05
		Nuhu Bamali Polytechnic, Zaria	11
		Kaduna State Polytechnic, Kaduna	10
		Nigerian Breweries Plc	05
		NOCACO	05
		Solar Foam	07
		Nigerian Bottling Company	04
		Aluminum Sheeting	02
		United Nigerian Textiles Plc	05
2	Kano	Federal College of Education, Kano	09
		Federal College of Education (Tech.), Bichi	07
		Kano State College of Education, Kambotso	04
		Kano State Polytechnic, Kano	06
		Tannery Nig. Ltd	05
		African Textile Manufacturers Ltd	06
		Dangote Flour Mill	05
		Coca-cola Bottling Company Nig. Ltd	05
3	Jigawa	College of Education, Gumel	02
4	Zamfara	Federal College of Education (Tech.), Gusau	10
		College of Education, Maru	-
		Fed. Polytechnic, Kaura Namoda, Zamfara	13
		Abdu Gusau Polytechnic, Talata Mafara	04
5	Katsina	Hassan Usman Polytechnic, Katsina	05
		Federal College of Education, Katsina.	11
6	Sokoto	Shehu Shagari College of Education, Sokoto	01
		Sokoto State Polytechnic, Sokoto	06
		Cement Company of Northern Nigeria	03
7	Kebbi	Kebbi State College of Education, Argungu	02
		Fed. Polytechnic, Birnin-Kebbi	05
Total			**233**

Source: Departmental Record Office of each Institution and Human Resources of each Company 2013.

3.3 Sample Size and Sampling Procedure

The entire population was used for the study. This decision is in line with the suggestion of Douglass (2006) who opines that sample size has to be big enough to enable

a researcher detect the smallest worthwhile effect or relationship between variables. This was affirmed by Buba (2007) who opined that estimate of relationship was less likely to be biased if a researcher had a high participation rate in a study. Accordingly, the whole population was used for the study. Based on this decision, there was no sampling procedure.

3.4 Instrument for Data Collection

Structured questionnaire, tagged Relevance of Shorthand Skill to Secretaries' Job Performance in Modern Offices was used for data collection as shown in Appendix Three. The questionnaire was divided into four sections "A, B, C, and D". Sections A consisted of description of work place. Sections B consisted of 13 questionnaire items: Item 1 – 13 which sought data on the relevance of shorthand skills on the required speed to secretaries' job to answer research questions one and four. Sections C consisted of items 14 - 21 which sought data on the relevance of shorthand skills to secretaries' confidentiality in record keeping, and the data collected were used to answer research questions two and five. Sections D consisted of items 22 - 29 which sought data on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes and the data collected were used to answer research questions three and six. The twenty nine (29) items were close ended statements. The instrument was constructed based on 4 – point rating scale of Strongly Agree (SA), Agree (A), Disagree (D) and, Strongly Disagree (SD), scored as follows: SA = 4, A = 3, D = 2 and SD = 1. The same questionnaire items were used for both secretaries in tertiary institutions and those in private companies.

3.4.1 Validity of the Instrument

The instrument was validated by experts in research methodology in Faculty of Education, Ahmadu Bello University, Zaria not below the rank of Senior Lecturer. The corrections and suggestions they made were incorporated into the final copy of the instrument.

3.4 .2 Pilot Study

For the researcher to ascertain the reliability of the instrument, seven copies of questionnaire were administered to secretaries in Federal Capital Territory College of Education, Zuba, and five to secretaries in a private company in Zuba-Abuja. The choice of this location was influenced by the fact that it is outside the study area, and that the institution and company shared the same characteristics with the population of the study.

3.4.3 Reliability of the Instrument

The reliability of the instrument was determined by subjecting the data collected from the pilot study to statistical analysis. The split-half method was used to determine the reliability of the instrument. The instrument was divided into two halves of 'odd' and 'even' numbers which was subjected to statistical analysis. The result of the analysis was 0.77. This reliability coefficient was high, the instrument was reliable based on the recommendation of Olayiwola (2007) that a reliability estimate of 0.60 and above is high and the instrument for which it is calculated is reliable and stable.

3.5 Procedure for Data Collection

The researcher obtained a letter of identification from Vocational and Technical Education Department as shown in Appendix I, which was presented to all the institutions and organizations/companies used in the study. The researcher engaged seven research

assistants, who were trained on how the instrument was to be administered. The researcher and the research assistants administered the questionnaire. The respondents were given two days to fill the questionnaire. The researcher and research assistants used two days in each institution. The whole exercise lasted five weeks.

3.6 Procedure for Data Analyses

The data collected were analyzed in three stages. In stage one; the researcher used frequency tables and percentages to analyze data on the work place of respondents. Frequency tables and mean were used to answer the research questions. In the course of answering the research questions, Strongly Agree and Agree were merged as Agree, while Disagree and Strongly Disagree were taken as Disagree. Mean score of 2.50 and above were considered as Agree, while mean score of 2.49 and below were considered as Disagree. Null hypotheses one, two and three were tested using Pearson Product Moment Correlation Coefficient (PPMC). Null hypotheses four, five, and six were tested using t – test. Dunn (2001) explained that the t-test is used to test for differences between two variables. This was supported by Magaji (2010) who stated that the t-test is an appropriate tool for measuring differences between two or more variables. In the test of null hypothesis, where the calculated value was greater or equal to the critical value, the null hypothesis was rejected. On the other hand, where the calculated value was less than the critical value, the null hypothesis was retained. All the hypotheses were tested at 0.05 level of significance.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

This chapter presented the analyses of the data collected from the study. The data analyses were done as follows:

4.1 Analysis of Bio-Data of Respondents.

Analyses of Bio-data of respondents are as presented in Table 4.1.

Table 4:1 Analysis of Respondents by Place of Work

Place of Work	Frequency	Percentage
Private companies	52	**25**
Tertiary institutions	154	**75**
Total	**206**	**100**

Source: Researcher's Fieldwork 2013

Analysis of respondents by place of their work is as presented in Table 4.1. From the Table, 52 (25%) of the secretaries that responded to the instrument were working in private companies. Those working in tertiary institutions were 154 representing, 75%.

4.2. Answering the Research Questions

The answers to the six research questions is as shown in Appendix IV while the analysis of each of the four research questions is as presented in Tables 4.2 – 4.7

4.2.1 Research Question One: *What are the secretaries' views of attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North-West Geo-political Zone, Nigeria?*

To answer research question one, questionnaire items one to thirteen (1-13) were used.

The analysis of the data generated is as presented in Table 4.2:

Table 4.2 Mean Analysis to Research Question One

Statement	SA	A	D	SD	Std Dev.	Mean Agree	Mean Disagree	Decision Rule	Remark
Shorthand skills is relevant in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North-West Geo-political Zone, Nigeria	3488	3522	860	176	1.88	3.5	0.5	3.5>2.5	Agreed
	7010		**1036**						

NOTE: A mean of less than 2.5 is regarded as Disagree while 2.5 and above is regarded as Agree.
SOURCE: Researcher's Fieldwork, 2013

The summary of the respondents' opinion on research question one presented in Table 4.2. showed scores of 7010 with mean score 3.5 for secretaries who opined that shorthand skills is relevant in attaining efficient shorthand skills for the purpose of obtaining employment in North West Zone, Nigeria. Those that had contrary opinion had 1036 representing 0.5 mean score with standard deviation of 1.88. Hence the calculated mean value of 3.5 was greater than 2.5 benchmark score for agree. Hence the analysis indicated that shorthand skills have significant relevance on secretaries' job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.

4.2.2 Research Question Two*:* *What are the opinions of secretaries on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria?*

To determine the opinion of respondents' in research question two, questionnaire items fourteen to twenty one (14 – 21) were raised.

Analysis of the view of respondents used is as presented in Table 4.3

Table 4.3: Mean Analysis to Research Question Two.

Statement	SA	A	D	SD	Std Dev	Mean Agree	Mean Disagree	Decision Rule	Remark
Shorthand skills is relevant to secretaries' confidentiality in record keep in modern office in North West Geo-political Zone, Nigeria	424	1758	680	191	0.98	2.9	1.1	2.9>2.5	Agreed
		2182		**871**					

NOTE: A mean of less than 2.5 is regarded as Disagree while 2.5 and above is regarded as Agree.
SOURCE: Researcher's Fieldwork, 2013

The summary of secretaries opinions on whether shorthand skills is relevant for their confidentiality in record keeping revealed scores of 2182 with mean score 2.9 for agree. Those that disagree scored 871 points represented by mean 1.1 mean score with standard deviation of 0.98. Hence, the analysis indicated that shorthand skills are relevant to secretaries' confidentiality in record keeping in modern office in North West Geo-political Zone, Nigeria.

4.2.3 Research Question Three*:* *What are the views of secretaries on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria?*

To determine the opinion of respondents' in research question three, questionnaire items twenty two to twenty nine (22 – 29) were raised.

Analysis of the view of respondents used is as presented in Table 4.4

Table 4.4: Mean Analysis to Research Question Three.

Statement	SA	A	D	SD	Std Dev	Mean Agree	Mean Disagree	Decision Rule	Remark
Shorthand skills are relevant to the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria	1776	2082 **3858**	432	242 **674**	1.08	3.4	0.6	3.4>2.5	Agreed

NOTE: A mean of less than 2.5 is regarded as Disagree while 2.5 and above is regarded as Agree.
SOURCE: Researcher's Fieldwork, 2013

The summary of the respondents opinion used to answer research question three presented in Table 4.4 showed scores of 3858 with mean score 3.4 opined that shorthand skills is relevant to the accuracy of taking of minutes by secretaries in North West Geo-political Zone, Nigeria. Those that had contrary opinion had 674 representing 0.6 mean score with standard deviation of 1.08. The calculated mean value of 3.4 was greater than 2.5 benchmark score for agree. Hence the analysis indicated that shorthand skills are relevant to the accuracy of minutes taking by secretaries' in modern office in North West Geo-political Zone, Nigeria.

4.2.4 Research Question Four*:* *What is the difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to their job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria*

To answer research question four, questionnaire items one to thirteen (1 – 13) were used.

Analysis of data used to answer research question four is as presented in Table 4.5:

Table 4.5: Analysis of difference to Research Question Four.

Statement	Category of Secretaries	Agree	Disagree	Mean Agree	Std Dev	Decision Rule	Remark
Difference in the mean views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills on their job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North-West Geo-political Zone, Nigeria	**Institutions**	5811	821	3.5	1.88	3.5>2.5	Agreed
	Private Companies	1199	215	3.4	1.91	3.4>2.5	

SOURCE: Researcher's Fieldwork, 2013

The summary analysis of data used to determine the differences between the views of secretaries in tertiary institutions and those in private companies on relevance of shorthand skills on their job in attaining efficient shorthand skills for the purpose of obtaining employment is presented in Table 4.5. From the Table, secretaries in tertiary institutions that opined that shorthand skills have relevant in attaining efficient shorthand skills for the purpose of obtaining employment scored 5811 (3.5) against 821(0.5) for disagreed. Those that agreed in private companies have 1199 (3.4) against disagree with 215. (0.6). The standard deviation was 1.88 and 1.91 for both secretaries in tertiary institutions and private companies respectively. Based on the analysis, the calculated values of the two groups (3.5 and 3.4) are greater than index score of 2.5, hence, the researcher concluded that the highest group of secretaries agreed that shorthand skills has relevance in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.

4.2.5 Research Question Five: *What is the difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria?*

To determine the opinions of respondents in research question five, questionnaire items fourteen to twenty one (14 – 21) were raised.

Analysis of data used to answer the research question five is as presented in Table 4.6.

Table 4.6: Analysis of difference to Research Question Five.

Statement	Categories of Secretaries	Agree	Disagree	Mean Agree	Std Dev.	Decision Rule	Remark
Difference in the mean opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to their confidentiality in record keeping in modern office in North West Geo-political Zone, Nigeria	**Institutions**	1555	668	2.9	0.98	2.8>2.5	
	Private Companies	627	203	3.0	1.02	3.0>2.5	

SOURCE: Researcher's Fieldwork, 2013

The analysis of data used to answer research question four is presented in Table 4.6. From the Table, secretaries in tertiary institutions who opined that shorthand skills is relevant on their confidentiality in record keeping scored 1555 representing mean score of 2.8 with standard deviation of 0.98, against 627 (3.0) with standard deviation of 1.02 for those in private companies. Those that disagree with the statement had 668 (1.2) and 203 (1.8) respectively. From the analysis, the two groups have mean scores of 2.8 and 3.0 which are found to be greater than the benchmark score of 2.5 for agree. Hence the researcher concluded that the two groups of respondents shared the same opinion that

shorthand skills is relevant to secretaries' confidentiality in record keeping in modern office in North West Geo-political Zone, Nigeria.

2.2.6 Research Question Six: *What is the difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria?*

To determine the opinion of respondents in research question six, questionnaire items twenty two to twenty nine (22 – 29) were raised.

Analysis of data used to determine the difference between the two groups is as presented in Table 4.7.

Table 4.7: Analysis of difference to Research Question Six.

Statement	Categories of Secretaries	Agree	Disagree	Mean Agree	Std Dev	Decision Rule	Remark
Difference in the mean opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skill to accuracy of secretaries in taking of minutes in the 21st Century in modern office in North West Geo-political Zone, Nigeria	**Institutions**	2970	411	3.5	1.10	3.5>2.5	
	Private Companies	888	263	3.1	1.08	3.1>2.5	Agreed

SOURCE: Researcher's Fieldwork, 2013

Analysis of data used to differentiate between the opinions of two groups of secretaries shows scores of 2970 (3.5) for secretaries in tertiary institutions with standard deviation of 1.10 against 888 (3.1) with standard deviation of 1.08 for those in private organization who opined that shorthand skills is relevant to the accuracy of secretaries in

taking of minutes. Those that disagree had 411 representing mean score of 0.5 and 263 (0.9) respectively. From the analysis, the mean score of the two groups (3.5 and 3.1) were greater than the benchmark score of 2.5 for agree. Hence the researcher concluded that, the two groups of secretaries agreed that shorthand skills is relevant in their efficiency and effectiveness in the accuracy of minutes taking by secretaries in modern office in North West Geo-political Zone, Nigeria.

4.3 Test of Null Hypotheses

Results of data used to test the null hypotheses are presented in Table 4.8 to 4.13.

Null Hypothesis One: *Shorthand skills have no significant influence on secretaries' jobs in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.*

Test of null hypothesis one is presented in Table 4.8

Table 4.8: Test of Null Hypothesis One

Variables	N	Mean	S.D	r-cal	r-crit	Sig. of r
Shorthand skills	206	2.62	0.63	0.411*	.196	0.000*
Secretaries' job in attaining the efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria.	206	2.58	0.66			

SOURCE: Researcher's Fieldwork, 2013

Analysis of data used to determine null hypothesis one shows a mean score of 2.62 with standard deviation of 0.63 for shorthand skill against 2.58 and 0.66 for secretaries' job in attaining the efficient shorthand skills for the purpose of obtaining employment in North West Zone, Nigeria with correlation coefficient value of .411>.196. The result is positively high at statistically significant of 0.05 confidence level. This indicates that

shorthand skills have significant influence on secretaries' jobs in attaining the efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria. The null hypothesis is therefore not retained.

Null Hypothesis Two: *Shorthand skills have no significant influence on confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.*

Test of null hypothesis two is as presented in Table 4.9

Table 4.9: Test of Null Hypothesis Two.

Variables	N	Mean	S.D	r-cal	r-cri	Sig. of r
Shorthand skills	206	2.62	0.63	0.499*	.196	0.001*
Secretaries' confidentiality in record keeping in modern office in North West Zone, Nigeria.	206	2.44	0.59			

SOURCE: Researcher's Fieldwork, 2013

Result of data in Table 3 revealed mean score of 2.62 and 2.44 for shorthand skills and secretaries' confidentiality in record keeping in North West Zone, Nigeria with standard deviation of 0.63 and 0.59 respectively. The outcome is significant (r-cal= 0.499, $p < 0.05$). This implied that the relationship between shorthand skills and confidentiality in record keeping by secretaries in modern office in North West Zone, Nigeria is statistically significant. The r-cal value of 0.499 is an indication of a very high and positive influence. The null hypothesis is therefore not retained.

Null Hypothesis Three: *Shorthand skills have no significant influence on the accuracy of secretaries in taking of minutes by secretaries in modern office in North West Zone, Nigeria.*

Analysis of data used to test null hypothesis three is presented in Table 4.10

Table 4.10: Test of Null Hypothesis Three.

Variables	N	Mean	S.D	r-cal	r-crit	Sig. of r
Shorthand skills	206	2.62	0.63	0.509*	.196	0.000*
Accuracy of secretaries in taking of minutes in modern office in North West Zone, Nigeria.	206	3.01	0.72			

SOURCE: Researcher's Fieldwork, 2013

Analysis of data used to test null hypothesis three shows the mean scores of 2.62 and 3.01 with standard deviation of 0.63 and 0.72 for shorthand skills and accuracy of secretaries in taking of minutes in North West Zone, Nigeria respectively. The calculated r-value was greater than critical value (0.509>.196). The result is positively high at statistically significant of 0.05 level. The result indicated that shorthand skills have significant influence on accuracy of secretaries in taking of minutes in modern office in North West Zone, Nigeria. The null hypothesis is therefore not retained.

Null Hypothesis Four: *There is no significant difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to their jobs in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria.*

Analysis of data used to test null hypothesis three is presented in Table 4.11

Table 4.11: Test of Null Hypothesis Four.

Respondents	N	Mean	Std. Dev.	Std. Error Mean	t-cal	t-Crit.	Df	Sig. (2-tailed)
Private companies	46	2.50	1.29	.6455	1.82	1.96	204	.005
Tertiary institution	160	3.21	1.46	.3841				

SOURCE: Researcher's Fieldwork, 2013

The analysis of t-test used to test the difference in the views of the two groups of respondents shows the mean score of 2.50 and 3.21 for secretaries in private companies and those in tertiary institutions. The standard deviation was 1.29 and 1.46 respectively. Calculated t-value was 1.82 was less than t-crit value of 1.96 at 0.05 level of significance. Hence the null hypothesis is no significant difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills on their jobs' in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria was retained.

Null Hypothesis Five: *There is no significant difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to confidentiality of secretaries in record keeping in modern office in North West Zone, Nigeria.*

Analysis of data used to test null hypothesis three is presented in Table 4.12

Table 4.12: Test of Null Hypothesis Five.

Respondents	N	Mean	Std. Dev.	Std. Error Mean	t-cal	t-Crit	Df	Sig. (2-tailed)
Private companies	46	2.75	1.63	1.315	0.34	1.96	204	.706
Tertiary institution	160	2.46	1.66	.257				

SOURCE: Researcher's Fieldwork, 2013

The analysis of t-test used to test null hypothesis five is presented in Table 4.3.5 shows the mean score of 2.75 and 2.46. The standard deviation was 1.63 and 1.66 for secretaries in private companies and those in tertiary institutions respectively. The degree of freedom stood at 204 and the t-calculated was 0.34>1.96 critical value. The analysis

shows that no significant difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to secretaries confidentiality in record keeping in modern office in North West Zone, Nigeria. Hence the null hypothesis was retained.

Null Hypothesis Six: *There is no significant difference between the perception of secretaries in tertiary institutions and those in private companies on the on the relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Zone, Nigeria.*

Analysis of data used to test null hypothesis three is presented in Table 4.13

Table 4.13: Test of Null Hypothesis Six.

Respondents	N	Mean	Std. Dev	Std. Error Mean	t-cal	t-crit	Df	Sig. (2-tailed)
Private companies	46	2.75	1.38	0.19	1.19	1.96	204	.030
Tertiary institution	160	2.81	1.81	0.30				

SOURCE: Researcher's Fieldwork, 2013

The analysis of data generated to test null hypothesis six presented in table 4.3.6 shows mean scores of 2.75 and 2.81 with standard deviation value of 1.38 and 1.81 for secretaries in private companies and those in tertiary institutions respectively. The degree of freedom stood at 204. The calculated t-value was 1.19 greater than crit-value of 1.96 at 0.05 level of significance. The analysis therefore shows that no significant difference between the perception of secretaries in tertiary institutions and private companies on the relevance of shorthand skill on minutes taking by secretaries in modern office in North West Zone, Nigeria. Hence the null hypothesis was retained.

4.4 Summary of Major Findings

Based on the data analyzed, the following findings are presented:

1. The results of null hypothesis one revealed the calculated r value of 0.411found to be greater than table value of 0.196 (see Table 4.8). The result therefore shows that shorthand skill has significant relevance on secretaries' jobs in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.

2. The finding on null hypothesis two revealed the calculated r value of 0.499* greater than the critical value of 0.196 (see Table 4.9). The result therefore implied that the relationship between shorthand skills and confidentiality of secretaries in record keeping in modern office in North West Zone, Nigeria is statistically significant.

3. Null hypothesis three finding showed calculated value of 1.82 which is less than the critical value of 0.196 (see Table 4.10). Therefore the result shows that shorthand skills have significant influence on the accuracy of secretaries in taking of minutes in modern office in North West Zone, Nigeria.

4. The results of null hypothesis four revealed the calculated r value of 1.82 found to be less than table value of 1.96 (see Table 4.11). The result therefore shows that there is no significant difference between the views of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to their jobs in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria.

5. Null hypothesis five finding showed calculated value of 0.34 which is less than the critical value of 1.96 (see Table 4.12). Therefore the result shows that there is no significant difference between the opinions of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skills to secretaries' confidentiality in record keeping in modern office in North West Zone, Nigeria.

6. The results of null hypothesis six revealed the calculated r value of 1.19 found to be less than table value of 1.96 (see Table 4.13). The result therefore shows that there is no significant difference between the perception of secretaries in tertiary institutions and those in private companies on the relevance of shorthand skill on the accuracy of secretaries on taking of minutes in modern office in North West Zone, Nigeria.

4.5 Discussion of Major Findings

The study revealed that shorthand skills have relevance to secretaries' job in attaining efficient shorthand skills for the purpose of obtaining employment in North West Zone, Nigeria. This finding agreed with what was obtained by other researchers. Ezenwafor (2009) identified shorthand skills as mastering of principles for reading/writing, high speed writing, high speed transcription, use of full outlines for easy transcription, use of short forms for higher speed, good knowledge of English words, good use of punctuation marks, note taking from dictation/recording machine, verbatim recording of events: these skills were found relevant by top civil servants who utilize the services of confidential secretaries for different lengths of time in the office. It was further revealed that no significant difference existed between the mean ratings of the two groups involved in the study (secretaries in tertiary institutions and those in private

companies). The relevance of shorthand skills was further analyzed by Charlie that, "if someone rings me on the phone with an important story (as happened this morning), do I have to drop everything until I can find a recorder? How rude to them. Instead I would get pencil and paper with which I could take down information or notes which I can read back with all the relevant quotes and information". That's the power of shorthand skills.

One of the findings of this study shows that shorthand skills have significant relevance on confidentiality of secretaries in record keeping in North West Zone, Nigeria. This finding concurred with one of the recommendations posed by Elijah (2009) that shorthand should not be eradicated because it is still useful for journalists and secretaries because it serves as a means of confidential writing in close door meetings which was attested to by Charlie (2012) that: "if you want to write rude notes about the person, you can do using shorthand".

Moreover, the research work shows that shorthand skills have significant relevance on the accuracy of minutes taking by secretaries in modern office in North West Zone, Nigeria. This opinion was shared by Arthur (2005) that shorthand skills enable secretaries to meet dictation requirement using the phonetic symbols and also enables the secretary to be familiar with words and their pronunciation, the application of proper punctuation marks in carrying out their secretarial duties in the office and supported by Declan (2010), a journalist, whose interviews are a big part of sports journalism affirmed that there is nothing worse than having an up-tight interviewee who rolls out cliché after cliché, what he is suggesting is that these closed interviews can occur when shorthand is being used as the way of recording. Declan explained further that getting secretarial job without

shorthand skills is extremely difficult. Editors will always ask for 100 words per minute (wpm), and the reasons are plain: accuracy, speed and professionalism. Also, Eddy and Akpan (2007) contributed that modern office technology storage was not better than shorthand skills, the notes taken down in shorthand were more authentic and accurate than machine. Inyang (1998) also stated that a secretary is constantly dealing with words and the larger the vocabulary at one's command, the easier the task of dictation and transcribing. This implies that a secretary who knows how to write good shorthand outlines will most likely be able to transcribe what has been taken in shorthand on a typewriter.

The result of the major findings also found that secretaries in tertiary institutions and those in private companies have the same perceptions that shorthand skills have significance relevance on their job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria because the beauty of shorthand skills is that you have a random-access record of the conversation which you can write up at high speed, rather than having to transcribe from tape. Tim (2013) found that the relevance of shorthand skills cannot be overemphasized because transcribing from a digital recorder doubles the time it would take to file accurate quotes.

The finding drawn from the testing of one of the research questions and hypotheses indicated that there is no significant difference between the mean of secretaries in tertiary institutions and those in private companies on their opinions about the relevance of shorthand skills to secretaries' confidentiality in record keeping in modern office in North West Zone, Nigeria. This is clearly indicated that shorthand skills really helped

secretaries in tertiary institutions and private companies to keep secrets of the institutions/companies

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

The summary, conclusion, and recommendations as well as suggestions for further studies are presented in this chapter as follows;

5.1 Summary

The study was on the relevance of shorthand skills to secretaries' job performance in modern office in North West Geo-political Zone of Nigeria. The study had six objectives. Six research questions were answered and six null hypotheses were tested. The researcher adopted survey design method for the study. The entire two hundred and thirty three (233) trained secretaries from private companies and tertiary institutions in the zone were used in the study. Four rating structured questionnaire was used for data collection. Data collected from two hundred and six (206) copies of questionnaires were properly subjected to statistical analyses. The researcher used weighted mean score of at least 2.5 to answer research questions. In answering the research questions, Strongly Agree and Agree were classified as Agree, while Disagree and Strongly Disagree were classified as Disagree. In testing the null hypotheses, Pearson Product Moment Correlation Coefficient (PPMC) was used to test hypotheses one, two and three while t-test was employed to test null hypotheses four, five, and six. All the null hypotheses are tested at 0.05 level of significance. The study revealed the following major findings:-

1. Research question one and null hypothesis one revealed that shorthand skills is relevant to secretaries' job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria.

2. It was revealed in research question two and null hypothesis two that shorthand skills have significant influence on confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
3. Research question three and null hypothesis revealed that shorthand skills have significant influence on accuracy of secretaries in taking of minutes in modern office in North West Geo-political Zone, Nigeria.
4. The result of research question four and null hypothesis four indicated that no difference exists between the views of the two groups on the relevance of shorthand skills on secretaries' jobs' in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Geo-political Zone, Nigeria.
5. Research question five and null hypothesis five revealed that the two groups have the same opinions about shorthand skills relevance on confidentiality of secretaries in record keeping in modern office in North West Geo-political Zone, Nigeria.
6. The finding of research question six and null hypothesis six revealed that the two groups opined that shorthand skills has significant relevance on the accuracy of secretaries on minutes taking in modern office in North West Geo-political Zone, Nigeria.

5.2 Conclusion

Based on the findings of the study, the following conclusions were drawn:-

1. From the result of research question one and test of null hypothesis one, it is clear that even with the introduction of modern technology in offices, secretaries with shorthand skills are of higher standard in effectiveness and efficiency in

discharging their duties even with automated office machines than those without shorthand skills.

2. Based on the result of research question two and null hypothesis two, it is also apparent that shorthand skills is required and essential in the confidentiality of records in the office especially when notes are taken in shorthand which could be decoded only by few. Hence, secretaries with shorthand skills are more confidential because not everybody can read what they scribe on the paper.
3. From the result of research question three and the third null hypothesis, it was shown that taking down minutes in shorthand is faster, more reliable and easy to transcribe despite the introduction of sophisticated recording devices like shorthand machine, tape recorder, hand set, e.t.c introduced in this century.
4. Result of research question and hypothesis four revealed that both secretaries in private companies and those in tertiary institutions agreed that shorthand skill is very essential in the taking of minutes by secretaries. Hence, regardless of the working place of secretaries, shorthand skills facilitate the effectiveness and efficiency of secretaries at the discharge of their duties and reduce the chances of errors and promote their speed in writing their speed in writing.
5. The research also revealed further that secretaries in tertiary institutions and private companies affirmed that shorthand skills is very essential in the confidentiality of records handled by secretaries in the offices. Hence, secretaries with shorthand skills are trained to keep secret especially of official documents against un-authorized disclosure.

6. Secretaries from both private companies and those in tertiary institutions agreed that shorthand skill is of great relevance as it enhanced speed and accuracy in taking of minutes even in modern offices in North West Zone, Nigeria notwithstanding the introduction of automated office machines which sometimes are cumbersome to operate and subject secretaries to double tasks.

5.3 Recommendations

Based on the findings and conclusion of the study, the following recommendations are made by the researcher;

1. There is need for curriculum planners at Universities, Polytechnics and Colleges of Education to lay more emphasis on shorthand skill and enhance structure the curriculum in office technology education to reflect them.
2. Secretaries should be encouraged by their employers to take note in shorthand because it helps to keep the companies' records secret for a long period of time.
3. Seminars, workshops, in-service training should be organized for the practicing secretaries to acquire new methods in shorthand and improve their skills in order to help in their day to day running of office activities in the 21st century.
4. Seminars and workshops should be organized by different companies to enlighten the public especially executives and other employers on the relevance and benefit of shorthand skill to companies/organizations and to correct the misconception by the public that shorthand is no more relevant in modern offices.
5. Employers of labour (secretaries) should make shorthand skills a criterion for employing secretaries because it is relevant in carrying out their duties as

secretaries and to derive the full benefits of shorthand skill from such secretaries which include focus, good use of English, sharp knowledge and being articulate..

6. Therefore if any institution of higher learning is interested in producing quality secretary to man the office administration in our industries, government establishment and schools, effort should be properly directed to the learning of shorthand and typing. One approach to this is the recruitment of quality teachers, improvement in learning environment, provision of study aids and equipments. These, if done will improve the quality of secretarial studies graduates and will go a long way in improving the nation's economy through quality administration.

5.4 Limitation of the Study

The main limitation of the researcher in the course of carryout this research work is paucity of materials in the area covered by the research work. Actually materials were not readily available on the research topic and have limited the span of coverage of the researcher especially in the review of related literature. However, the researcher was able to surf the internet for the review of literature.

5.5 Suggestions for Further Study

1. Similar or further study can be carried out on the same topic in other parts of the country to see whether similar result can be obtained or for proper comparison.
2. Similar research work should be carried out in other field of work like journalism, courts, sport to ascertain the relevance of shorthand to note taking by officers in these professions as they also require speed writing, accuracy and confidentiality.

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APPENDIX II

Business Education Section
Department of Voc. and Tech. Education
Faculty of Education
Ahmadu Bello University
Zaria – Kaduna State

Date _____

Dear Respondent,

REQUEST TO FILL QUESTIONNAIRE

I am a Post graduate student of the above University. I am carrying out a study on relevance of shorthand skills to secretaries' job performance in North West Geo-political Zone, Nigeria.

I write to solicit for your assistance and co-operation to fill the attached questionnaire by ticking the items. You are assured that the information given shall be used for academic purpose only and will be treated confidentially.

Thank u.

Yours faithfully

Omowumi, OMOTUNWASE
M.ED/EDUC/1217/2009-2010

APPENDIX III

QUESTIONNAIRE

RELEVANCE OF SHORTHAND SKILLS TO SECRETARIES JOB PERFORMANCE IN NORTH WEST ZONE, NIGERIA

SECTION A: PERSONAL DATA

The aim is to examine the "Relevance of Shorthand Skills to Secretaries' Job Performance in North West Geo-political Zone of Nigeria".

INSTRUCTION: Please tick (√) the appropriate box as it applies to you.

Description of Work Place

Private Sector ( )

Tertiary institution ( )

SECTION B: QUESTIONNAIRE ITEMS

Read through the questions carefully and (√) tick correctly to the best of your knowledge and opinion the most correct column.
Please note the following keys:
SA - Strongly Agree
A - Agree
D - Disagree
SD - Strongly Disagree

Relevance of shorthand skill to secretaries' job in attaining efficient shorthand skills for the purpose of obtaining employment in modern office in North West Zone, Nigeria.

S/N	ITEM STATEMENTS	SA	A	D	SD
1.	The emergence of computer in the 21st century has successfully discouraged you in applying shorthand dictation in their offices.				
2.	Shorthand dictation is not liable to power failure, low batteries; virus as such there will be less interruption to your job.				
3.	Shorthand dictation is relevant because it educate the Secretary more and more.				
4.	Shorthand dictation is cheaper to establish and maintain in the office which reduces the job cost of the Secretary.				

5.	Shorthand dictation is useful to keep or take what the Executive or Speaker said verbatim in the office thereby ensuring originality of information in the Secretary's job.				
6.	Shorthand has no effect in keeping or taking what the Executive or Speaker said verbatim in the office thereby ensuring originality of information in the Secretary's job.				
7.	With shorthand, it is possible for the Secretary to correct the Executive spelling mistakes.				
8.	Shorthand dictation creates a cordial relationship between the Secretary and his/her Executive in the office.				
9.	Shorthand dictation saves the strength of writing in longhand thereby help the Secretary to do more work in the office.				
10.	Shorthand dictation enables the Secretary to punctuate the dictated matters correctly.				
11.	Shorthand dictation enables the Secretary to have good command of English language and writing skill.				
12.	Shorthand dictation is relevant because it helps the secretary have knowledge on different subjects or areas as dictated matters could come from any area or field.				
13.	Shorthand dictation makes the secretary to know more on the language he/she uses during the course of his/her recording.				

SECTION C

Relevance of shorthand skills confidentiality of secretaries in record keeping in modern office in North West Zoe, Nigeria.

S/N	ITEM STATEMENTS	SA	A	D	SD
14.	Shorthand is used to keep the organizations secret from the public knowledge.				
15.	Shorthand can be used to take private or personal notes which cannot be read by those who do not understand shorthand.				
16.	Shorthand is more relevant in recording data/information than other methods of recording data/information.				
17.	The organization's secret recorded using shorthand can be referred to anytime by both the Secretary and the Executive.				
18.	Shorthand saves the organization from both internal and external rumours since the information are kept secret.				
19.	The organization's secret recorded using shorthand cannot be corrupted.				
20.	Secretary without the knowledge of shorthand perform excellently in the modern office in the 21st century than those with shorthand skills.				
21.	Manipulation of data/information is purely on the secretaries who are well equipped with shorthand skills.				

SECTION D

Relevance of shorthand skills to the accuracy of secretaries in taking of minutes in modern office in North West Zone, Nigeria.

S/N	ITEM STATEMENTS	SA	A	SD	D
22.	Shorthand is used in maintaining brief minutes of meetings in the organization.				
23.	Minutes taking in shorthand are more authentic and accurate because the speakers' information can be taken verbatim.				
24.	Shorthand helps in the accurate recording of the minutes of meetings in the organization/office				
25.	Shorthand helps to spell check the minutes of meetings of the organization/office.				
26.	Shorthand can be used to take minutes in remote areas where there is no electricity light, low batteries etc				
27.	The use of shorthand in minutes taking at meetings is archaic				
28.	Minutes taking with shorthand make it possible for the Secretary to capture all the important discussions of the meeting.				
29.	Inadequate shorthand skills have successfully delayed the facilitation of office activities by Secretaries.				

APPENDIX IV

Summary of Responses of Data Collected

S/N	Questionnaire items	SA	A	D	SD	TA	TD	MA	MD
1	The emergence of computer has successfully discouraged you in applying shorthand dictation in your office.	336	246	48	11	582	59	3.6	0.4
2	Shorthand dictation is not liable to power failure, low batteries; virus as such there will be less interruption to your job.	264	318	36	10	582	46	3.7	0.3
3	Shorthand dictation is relevant because it educate the you more and more.	320	258	56	10	578	66	3.6	0.4
4	Shorthand dictation is cheaper to establish and maintain in the office which reduces your job cost.	152	282	120	13	434	133	3.1	0.9
5	Shorthand dictation is useful to keep or take what the Executive or Speaker said verbatim in the office thereby ensuring originality of information in your job.	272	318	28	17	590	45	3.7	0.3
6	Shorthand has no effect in keeping or taking what the Executive or Speaker said verbatim in the office thereby ensuring originality of information in your job.	136	210	140	30	346	170	2.7	1.3
7	With shorthand, it is possible for you to correct the Executive spelling mistakes.	208	270	92	18	478	110	3.3	0.7
8	Shorthand dictation creates a cordial relationship between you and your Executive in the office.	264	264	76	13	528	89	3.4	0.6
9	Shorthand dictation saves the strength of writing in longhand thereby helps you to do more work in the office.	392	270	32	02	662	34	3.8	0.2
0	Shorthand dictation enables you to punctuate the dictated matters correctly.	240	276	72	16	516	88	3.4	0.6
11	Shorthand dictation enables you to have good command of English language and writing skill.	400	192	60	09	592	15	3.9	0.1
12	Shorthand dictation is relevant because it helps you to have knowledge on different subjects or areas as dictated matters could come from any area or field.	232	330	44	14	562	58	3.6	0.4
13	Shorthand dictation makes you to know more on the language he/she uses during the course of his/her recording.	272	288	56	13	560	69	3.6	0.4
Total		**3488**	**3522**	**860**	**176**	**7010**	**1036**	**3.5**	**0.5**

14	Shorthand is used to keep the organizations secret from public knowledge.	424	144	40	19	568	59	3.6	0.4
15	Shorthand can be used to take private or personal notes which cannot be read by those who do not understand shorthand.	480	210	16	06	690	22	3.9	0.1
16	Shorthand is more relevant in keeping record than other methods of recording records.	144	192	156	26	336	182	2.6	1.4
17	The organization's secret recorded using shorthand can be referred to anytime by both you and the Executive.	160	264	124	16	424	140	3.0	1.1
18	Shorthand saves the organization from both internal and external rumours since the information are kept secret.	288	264	56	15	552	71	3.5	0.5
19	The organization's secret recorded using shorthand cannot be corrupted.	256	246	56	25	502	81	3.4	0.6
20	Secretary without the knowledge of shorthand performs excellently in the modern office in the 21st century than those with shorthand skills.	152	180	88	59	332	147	2.8	1.2
21	Manipulation of data/information is purely on the secretaries who are well equipped with shorthand skills.	88	258	144	25	346	169	2.7	1.3
Total		**424**	**1758**	**680**	**191**	**2182**	**871**	**1.9**	**0.8**

22	Shorthand is used in maintaining brief minutes of meetings in the organization.	312	234	12	28	546	40	3.7	0.3
23	Minutes taking in shorthand are more authentic and accurate because the speakers' information can be taken verbatim.	232	300	20	35	532	55	3.6	0.4
24	Shorthand helps in the accurate recording of the minutes of meetings in the organization/office	256	342	24	16	598	40	3.7	0.3
25	Shorthand helps to spell check the minutes of meetings of the organization/office.	128	276	76	38	404	114	3.1	0.9
26	Shorthand can be used to take minutes in remote areas where there is no electricity light, low batteries etc	272	246	40	29	518	69	3.5	0.5
27	The use of shorthand in minutes taking at meetings is archaic	96	240	80	43	336	123	2.9	1.1
28	Minutes taking with shorthand make it possible for you to capture all the important discussions of meeting.	328	264	44	13	592	57	3.6	0.4
29	Inadequate shorthand skills have successfully delayed the facilitation of office activities by Secretaries.	152	180	136	40	332	176	2.6	1.4
Total		**1776**	**2082**	**432**	**242**	**3858**	**674**	**3.4**	**0.6**