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BOOK OF
ABSTRACTS



ASSESSMENT OF COMPUTER COMPETENCE LEVELS OF SECRETARIES IN TERTIARY INSTITUTIONS, KWARA STATE, NIGERIA

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The purpose of this study was to assess the computer competence levels of secretaries in tertiary institutions in Kwara State, Nigeria. The major software used for the assessment was generic software to indicate the challenges or inabilities of secretaries (if there were any) to access records on time and to produce clean copies of documents. The research was a descriptive type of the survey method. Four hundred (400) secretaries were purposively selected in the tertiary institutions to respond to the questionnaire items. However, three hundred and fifty-one (351) secretaries finally responded to the instrument. The instrument for the study is researcher-designed questionnaire which is a close-ended type. Frequency counts and percentages were the statistical tools used to analyse the research questions raised. The summary arising from the findings of this study indicated that secretaries were competent in the use of computer for their various duties and assignments. It was recommended among others that, tertiary institutions should ensure that the competence levels of secretaries be upheld by upgrading necessary facilities. The stakeholders should pay more attention to on-the-job training to enable them improve on their knowledge in the field of computer Information and Communication Technology (ICT) tools.

Keys: *Assessment of Secretaries, Competency Level, Tertiary Institution, Information and Communication Technology*