

ROLE OF SECRETARIES TOOL FOR ENHANCING THE QUALITY OF SERVICES RENDERED BY GOVERNMENT ESTABLISHMENT

Abstract

This study was on role of secretaries tool for enhancing the quality of services rendered by government establishment. Four objectives were raised which included: To investigation the impact of secretaries on improving the quality of services rendered by government establishment, to find out whether the duties of a secretary goes beyond typing and writing of shorthand, to evaluate the duties of a secretary in relation to proper and efficient administration of government establishment and Make recommendation on how to make secretaries effective and efficient. The study adopted a survey research design and conveniently enrolled 80 participants in the study. A total of 77 responses were received and validated from the enrolled participants where all respondents were drawn from staffs of NITEL, Enugu. Hypothesis was tested using Chi-Square statistical tool (SPSS).

Chapter one

Introduction

1.1 Background of the study

The establishment and organizations established by government such as public corporation and higher schools whose duties are to provide social and essential services for the development and welfare of it's citizens operate below expectations. This is because of their inefficient administrates management and control. The consequences of this is issue of corruption in these establishments, or organization ,poor staffing provision of sub- stand services by these establishment wastage of public funds and lack of accountability.

To bring this inefficiency to an end, the author wishes to survey an alternative way of enhancing the administration to the establishment with

specific attention to the university of Nigeria Enugu campus as one of these government establishments in the country.

1.2 **STATEMENT OF PROBLEM**

It is the legitimate responsibility of the government in the country to provide certain essential and social services to for citizen. The reason for this is that the cost of providing for these services are so huge that the private establishments cannot afford the cost of these services. Some transportation services of certain nature, electricity services and educational services include others.

Most of the establishments set up by the government to provide these essential services are lagging behind in terms of administration and control. This deficiency created a lot of seatbacks in the management of these establishment.

It is to the opinion of the researcher that secretaries of these establishment are the potent instrument that could be used to enhances the administration machineries of the organization or the establishment. So this research work ids aimed at evaluating the roles of improvement of quality of services rendered by government establishment with specific emphasis on the university of Nigeria Enugu campus.

1.3 PURPOSE OF THE STUDY

The purpose (s) of this research work including:

1. To investigation the impact of secretaries on improving the quality of services rendered by government establishment.
2. To find out whether the duties of a secretary goes beyond typing and writing of shorthand.
3. To evaluate the duties of a secretary in relation to proper and efficient administration of government establishment
4. Make recommendation on how to make secretaries effective and efficient.

JUSTIFICATION/ SIGNIFICANCE OF THE STUDY

It has stated that government establishments, organizations and social institutions like higher schools are inefficient in their administrations, due to the nature a administration strategies and personnel they make use of. But this research work, the roles of secretaries, tools, for enhancing the quality of services rendered by government establishment is significant and potent instrument for improving these government establishments, in fact it shows the improving of secretaries in improving or services rendered by

government establishments. In doing this the work will help to correct the wrong impressions held of secretaries in most offices and government establishments are more servants that have no power of initiatives of their own regarding the management and administration of most officers.

This research will bring to the full realization of every body that secretaries are important organs of most establishments including the government establishments and veritable tools for actuating effectuate administration in every organizational set up.

For instance, the definition of a secretary in the Journal national secretaries Association. (1988) is a captivating type and bears full support to the roles of the secretaries in efficient quality services in the government establishments.

Below is the definition:

A secretary is an executive Assistant, who possess a mastery of office skills, who demonstrates the ability to assume responsibility without direct supervision, who exercises initiative and judgement and make decision within the scope of an assigned authority.

From this definition, one can conclude that secretaries perform a lot of responsibilities in any organization or establishment. An establishment can

perform well in the absent of a manager, as for as there is an efficient secretary. As sated above , before, this study will go a long way to show how important secretaries are in every government establishments. This study will also bring out clearly the fundamental differences between secretaries and or ordinary typist in their delegated duties. The other significant of this study is that it will help the practicing and intending secretions to come to terms and properly understand their enamours roles and functions in every establishment and their needed efforts to brace up with the demands of their offices. Finally, this study will serve as a pointer and eye-opener to training institutions on their needs to have more commitments in the training of secretaries with particular reference of providing to them the modern training requirement that will help to keep them abreast of the modern technological and communication development.

1.4 THE SCOPE OR DELIMINATION OF THE STUDY

The scope of this study is government establishment in Enugu urban. But for the fact that there are many government establishment in Enugu urban such as National electric power Authority (power holding company) Plc Nigeria telecommunication limited (NITEL)

Nigeria postal Agency(NIPOST) Nigeria Railway corporation (NRC), Nigeria coal corporation (N CC), Enugu Broadcasting service (ESBC) and many higher schools like university of Nigeria, Enugu campus (UNEC) institute of management and technology (IMT) . Enugu state university of science and technology (ESUT) and the host of others.

In view of the large government establishments in Enugu urban, this research work will cover only university of Nigeria Enugu campus as a case study.

1.6 RESEARCH HYPOTHESES

For the successful completion of the study, the following research hypotheses were formulated by the researcher;

H₀ there is no impact of secretaries on improving the quality of services rendered by government establishment.

H₁: there is impact of secretaries on improving the quality of services rendered by government establishment

H₀²: there are no duties of a secretary in relation to proper and efficient administration of government establishment.

H₂: there are duties of a secretary in relation to proper and efficient administration of government establishment

1.7 ASSUMPTION OF STUDY

It is the assumption of this work that secretaries make handsome contributions toward the growth and survival of the organization that them.

1.8 DEFINITION OF TERM

In this research work the following terms were defined and given meaning as follows

- (a) This means function duties and responsibilities.

- (b) These stand for the organs of the establishments that perform useful functions in the organization.

- (c) Tool: Tools means or stands for instruments, or equipment's

- (d) Enhancing : This means improving

(e) Quality of service: This stands for the stock of or valued of duties

(f) Government Establishment: These are business set up or made by the government such establish are public corporation higher institution.