

**AN EXAMINATION OF COMPETENCY REQUIRED FOR SECRETARIES
IN THE NORTH-WESTERN NIGERIAN COLLEGES OF EDUCATION**

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DEDICATION

This work is dedicated to Muhammad Rasulullah, Sallallahu Alaihi Wassalam.



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ABSTRACT

Competency standards are crucial in the practice of modern-day organisations because it contributes significantly to human resource development, giving organisations a competitive advantage over their competitors. Because of its significance, competency has been a popular research topic. While several researches have taken place, there are significant gaps in secretarial practice in terms of empirical knowledge on secretary competency implementation. This study provides a critical review of the secretarial competencies expected of office technology and management education graduates (OTME), who work as confidential secretaries after graduation from college. The research adopted basic interpretive qualitative design. The objective of the study is “to examine secretaries' industry-required competencies from the perspective of human resource managers and office technology and management lecturers. The study has two (2) research questions and semi-structured interview was used to collect data. OTME minimum standards and OTME lecture time-table were also reviewed for data collection, document review form was used for the document analysis. Semi-structured interview data analysis was done through establishing codes and themes thematically using Nvivo 10 software to facilitate the process. Open coding was employed where themes were established and used to ease data analysis. Findings revealed that practical contact hours should be given more time in OTM curriculum. It was also revealed from findings that shorthand and keyboarding using manual typewriters for instructions should be removed from the OTM curriculum. The results of this study are anticipated to improve the OTME course's instructional design in Nigerian colleges of education by substituting up-to-date courses that comply with current office procedures for those that are out-of-date. It is suggested that the OTME curriculum should be reviewed to eliminate obsolete courses that are no longer relevant to modern secretarial practice. It is recommended that further research be conducted in order to confirm the generalisability of findings.

ABSTRAK

Piawaian kompetensi adalah penting dalam amalan organisasi moden kerana ia menyumbang kepada pembangunan sumber manusia serta daya saing kepada organisasi. Ini menyebabkan kompetensi menjadi penyelidikan yang popular. Walaupun banyak kajian telah dijalankan, masih terdapat jurang yang ketara dalam amalan kesetiausahaan dari segi pengetahuan mengenai pelaksanaannya. Kajian ini memberikan ulasan kritikal tentang kompetensi kesetiausahaan yang diharapkan teknologi pejabat dan pendidikan pengurusan (OTME), yang bekerja sebagai setiausaha selepas tamat pengajian. Penyelidikan ini menggunakan reka bentuk kualitatif tafsiran asas. Kajian ini mempunyai satu soalan menyeluruh dan tiga (3) persoalan tambahan. Piawaian minimum OTME dan jadual waktu kuliah OTME telah disemak. Analisis data dilakukan melalui pembentukan kod dan tema secara tematik menggunakan perisian Nvivo 10 untuk memudahkan proses. Pengekoden terbuka digunakan di mana tema ditubuhkan dan digunakan untuk memudahkan analisis data. Adalah disyorkan bahawa setiausaha perlu dilatih dengan teknologi yang kini diperolehi di pejabat. Ia juga dicadangkan bahawa kurikulum OTME harus dikaji semula untuk menghapuskan yang tidak lagi relevan dengan amalan kesetiausahaan moden.



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Publications

- Musa, M. Y and Salleh, M. K. (2021). Competency based curriculum for office technology and management education in the north-western Nigerian colleges of education: From office technology and management lecturers and human resource managers' perspective. *Turkish Online Journal of Qualitative Inquiry (TOJQI)*. Volume 12, No. 8.
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- Musa, M. Y. & Salleh, M. K. (2022). Roles of Human Resource Managers on Secretaries Capacity Building for Optimal Productivity. *Journal of Technical and Vocational Education (UTHM)* (Accepted for publication).



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