A cognitive task approach on the influence of office automation software in secretarial practice


Abstract

Inefficiency in secretarial services in the application of office automation software has been of great concern to both secretaries and their employers. This inefficiency causes unnecessary delays in information processing and dissemination in the organization. The problem is rooted from the secretaries' lacking in appropriate application of cognitive skills, proficiency in information handling as well as working experiences, and these establish the problem statement of the study. One of the important gaps this study has bridged is establishing the key elements that can assist the secretaries to perform their office tasks effectively. Efforts made to identify similar studies on secretaries' profession were to no avail perhaps due to its non-availability or absence. It was discovered that the secretaries' level of applying perception and attention during working hours is extremely limited which contributed to poor or slow pace of service delivery. The objectives of this study are to explore the secretaries office automation software cognitive task, to investigate elements of office automation software cognitive tasks that influence secretarial practice and to investigate how office automation software supports the secretaries in the execution of tasks. Snowballing sampling was used to identify participants who have fulfilled a criterion set out in the study. Therefore, twelve (12) UTHM secretarial staff who are using office automation software in their office duties were chosen to participate in the study. The study employs qualitative method, thus interviews were carried out to collect data. Thematic data analysis was done using card index. Findings revealed that the secretaries need short and long term training in order to be relevant in their working places as well as to be updated in the use of office automation software. Further results revealed that office automation software supports the secretaries in the execution of cognitive tasks. The result also revealed the development of components of office automation software cognitive tasks in secretarial practice. These components were used by the secretaries in the execution of tasks such as word processing, scheduling of appointments and other secretarial duties. Another important finding revealed that, technology has changed the working environment of the secretaries which has made it imperative for them to continue using office automation software in the execution of their tasks. This has brought the idea of how office automation software supports the secretaries in the execution of their office tasks.

Item Type: Thesis (Masters)

Subjects: H Social Sciences > HF Commerce > HF5001-6182 Business

ID Code: 9896

Deposited By: Mr. Mohammad Shaifulrip Ithnin

Deposited On: 27 Mar 2018 11:58

Last Modified: 27 Mar 2018 11:58

Repository Staff Only: item control page

Secretaries are trained in tertiary institutions especially in polytechnics. Considering the special nature of secretarial courses, peculiar instrument or equipment are normally used in secretarial training. Lack of exposure to these special equipment makes a graduate of secretarial studies uncomfortable and unprepared to face squarely the challenges of the job and office automation as a result of technological advancement. Osuala (1999) agrees that a secretary has to grow with technology in order not to be displaced from the job. The view expressed by various authors on the meaning of training and development of a secretary portrays the secretary as the life wire of any organization. Stable employment condition is good evidence of intelligent secretarial training and development. Robotics, Automation and Control Systems. Sign-based approach to the task of role distribution in the coalition of cognitive agents. G. A. Kiseleva, A. I. Panovba. a Institute of System Analysis Federal research center "Computer science and control" of Russian academy of science (FRC CSC RAS) b National Research University Higher School of Economics (NRU HSE). The paper presents an original method for roles distribution â€“ the MultiMAP algorithm, based on the sign-based method of agentâ€™s behavior planning. The main features of the described approach are presented, including ways of representing the agent's knowledge of himself and other agents, methods of sign communication and preserving the experience of cooperation with other agents.