Influence Of Secretaries' Competence In Computer Troubleshooting On Accomplishment Of Office Task In Government Parastatals In Ebonyi State

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ABSTRACT
This study assesses the extent secretaries' competence in computer troubleshooting influence on accomplishment of office tasks in government Parastatals in Ebonyi State. Four research questions guided the study. Survey research design was adopted. The population of the study comprised of 86 Secretaries in the Government Parastatals in Ebonyi State. There was no sampling since the population was small. The instrument for data collection for this study was a structured questionnaire developed by the researcher titled: Extent secretaries' competence in computer troubleshooting influence on Accomplishment of office task questionnaire (ESCCTIAOTQ). The instrument was validated by two experts in Business Education department. Data collected was analyzed using mean and standard deviation. Results from the data analyzed showed that identifying computer fault create confidence in handling office job to a great extent, the skill in fixing computer fault creates self-reliance in computer data processing and help in safe keeping of official data to a great extent, lack of competence in identifying and fixing computer fault affects, cost, and time management during data delivery to a great extent, and competence in computer troubleshooting has effect on the ability to maintain a good workable data base system in the office to a great extent, and data is retrievable in the case of damage of hard disk to a great extent. Based on the findings, the study recommended among others that: Secretaries in Ebonyi state government Parastatals should be enrolled by their employers into in-service courses on the computer troubleshooting to improve their skills in handling modern machine, Secretaries' should adopt the idea of personal study to acquire more knowledge, so as to be able to compete well in the 21st century office.
Keyword: Influence, Secretaries', Competence, Computer Troubleshooting, Accomplishment of office task

INTRODUCTION
The technology and its skills applied in office task has not only changed, but has also significantly enlarged the secretarial profession. Technology has brought about development in communication system worldwide, and as a direct consequence secretarial profession is becoming more multi-dimensional and

sophisticated. The office environment has witnessed unprecedented changes in recent years due to technological changes in the method of processing and communicating information, (Chigbuson, 2018).

According to Agomu in Uche (2012) the relevance of the office information manager in today's office is increasingly threatened by the flux of technologies and the role of this caliber of staff (secretaries) is being challenged by the wonders of technology. What is most important to note is that secretaries no doubt, will continuously come in contact with tools of technology in their offices, since technology is changing. And there is therefore need to acquire skills that will enable the secretaries cope with these development (Chigbuson, 2018).

Afiade (2004) defined secretary as one who is intelligent and competent, accepts responsibilities, in addition to his/her skills, education and experience and shows a real and expressed interest in his/her office. Ejaka (2016) also described secretary as one who acts as the confidential assistant of another or attends correspondence and records in the office or who conducts the communication and private aspects of an executive work. Ohakwe (2016), argued that secretaries who are not well equipped in term of information and communication technology (ICT) skills competencies required for today and tomorrow's office are sure to be embarrassed as their inadequate skills will render them redundant or even throw them out of job. Advertised jobs today come with a clause "applicant must be computer literate" Okoli (2018), found that secretaries encounter problems in the use of these modern office machines. The problems include lack of expertise in the use of modern office machines, monotony and fear from secretaries that the new office technology might lead to unemployment, loss of job, redundant at lower cadre, or even being replaced with computer specialist. This then suggest that secretaries need re-training program in order to improve their technical skills needed to perform their job well. According to John (2019), discovered that troubleshooting skills is among the most used technological skill is among the most used technological skill. According to Webster (2018) operational competences needed in modern office are those skill acquired by secretaries to be able to operate office machine with some degree of mastery. He viewed competences as the capacity of a person to accomplish task with desired precision and certainty, it involves practical knowledge in combination with skills, cleverness, expertise and ability to perform a function acquired.

Competence in computer troubleshooting skill is indeed relevant in office machine operation. Peachpit (2015) also viewed computer troubleshooting, as process of identifying and fixing problems, which may involve hardware and software. According to Nils (2012), Computer troubleshooting means to take a logical, systematic approach to identify the source or cause of the problem, and then apply a solution so that the computer is working normally again. Troubleshooting is needed to identify the computer symptoms. Computer troubleshooting requires confirmation that the solution restores the product or process to its working state. Nils (2018) also noted that troubleshooting is the identification or diagnosis of "trouble" in the management flow of a system caused by a failure of some kind. The problem is initially described as symptoms of malfunction, and troubleshooting is the process of determining and remedying the causes of these symptoms.

Computer troubleshooting in this study is a form of problem solving, often applied to repair failed products or processes on a machine or a system. It is a logical, systematic search for the source of a problem in order to solve it, and make the product or process operational again. Troubleshoot from the basic problems first, and then gradually check for more specific problems, which provide logical approach to problem solving. Tooling (2016), viewed troubleshooting as a systematic approach to solving problems quickly and effectively, stressed that troubleshooting often involve a logical process of elimination to identify the true source of problem. To isolate the source of a problem and fix it, typically through a process of elimination whereby possible sources of the problem are investigated and eliminated beginning with the most obvious or easiest problem to fix. Augster (2017), suggests that in troubleshooting, problems should be solved methodological that is by dividing larger problems in smaller problems then troubleshoot the smaller problems individually, according to him that makes larger problem easier to handle.

The development of office technologies has brought the creation and use of computers and software programme has simplified the work of the secretary. The output of the present day secretary is quite

higher if compared with that of the old time secretary. It has been observed that in order to take advantage of the advancement in technologies, governments across the country invested hugely in the procurement and maintenance of technologies used for information collection, processing, maintenance, storage and dissemination. As a result, there is virtually no office today that does not have one form of computer system or the other as well as networking cables or wireless connection. The growth in technology has made computer and office technological skills and competence a general requirement not for only sciences, but all field of life; this is because computer has being reduced to virtually anything thinkable.

According to Okpokwasili (2018) noted that most secretaries in public Parastatals seems not to be trained, most of the secretaries seems to lack the basic skills for utilizing the information systems for effective job performance. In same vein, most of the secretarial find it difficult to utilize and apply the computer troubleshooting skills when the computer stop functioning. This is because most of them lack the needed and required troubleshooting skills that will enable them utilize the information systems. All these indicate lack of adequate exposure of today's public secretaries to appropriate information system skills required for job performance. If these problems are to be solved, there is need to ascertain the specific information system skills need of secretaries for job performance in the public Parastatals, especially as it relates to the secretaries in Ebonyi State

Government Parastatals are organizations established by Act of Parliament to provide certain service and carry out particular activities (Ama and Okafor, 2012). According to Onele (2015) Parastatals are financed with public funds and managed by Board set up by government and purposely to carry out certain activities, for the benefit of the general public, example are the Ebonyi State Universal Basic Education, Ebonyi state secondary education Board, Water cooperation, etc. According to Akpala (2018) Parastatals is purely business organizations owned total by the government or in partnership with individuals or organizations to carry out commercial or industrial activities like any other business organizations, and are expected to make profits. The establishing body (government) has the majority or controlling interest in such organizations and as well appoints members of the Board of Directors. Okpokwasili (2018) noted that secretaries in public Parastatals find it difficult to determine some common fault (troubleshooting) when the computer have simple problem which affect their job performance. A situation like inability of the computer, printer, mouse and keyboard not responding etc. and secretaries not able to fix it within time could affects job performance of secretaries in accomplishment of office tasks . Competence in computer troubleshooting skill is a process of diagnosing the source of a problem, and providing possible first aid services in the process of accomplishing computer task. A secretary as a computer user in 21st century, being able to solving minor problems is not intruding into another man's field, but rather to boost the accomplishment office of tasks, not to panic whenever the computer indicates a problem, the message that is displayed might be a lead to solving the problem, without inviting an engineer. It is on this background that this study will be conducted to determine the "influence of secretaries' competence in computer troubleshooting on accomplishment of office task in Government Parastatals in Ebonyi State".

Statement of the Problem
The advent of modern technology in the field of secretarial vocation has enlarged the scope of secretaries' function beyond just handling correspondence, thrown some secretaries out of job by replacing them with computer specialists who have the computer operation skills, and also has kept some secretaries in lower cadre as a result of inability to keep in pace with the demand of automated offices. However, the utilization of these modern tools does not come with ease; it requires the development of certain level of competencies that will enable the users (secretaries) to perform their jobs efficiently and effectively, thereby, enhancing the accomplishment of the public Parastatals' objectives. Ohakwe (2019) noted that secretaries who are not well equipped in terms of information and communication technology (ICT) skills and competences required for today and tomorrow office are sure to be embarrassed when carrying out office tasks as their inadequate skills will render them redundant or even throw them out of job. Despite this awareness it has been observed that most office secretary in government Parastatals commonly find it difficult to operate the new machine the modern technology has brought, which is the order of the day, cases like inability of the computer, printer, mouse and keyboard not responding etc. and secretaries not

able to fix it within time frame affect their job performance in accomplishment of office tasks. The reason for this is that most of the secretaries seem to lack the basic skills in computer troubleshooting for utilizing the information systems for accomplishment of office tasks. This may hinder the achievement of organizational goals.

It is generally observed by the researcher that most literature on information systems application competencies is foreign-based. Very scanty literature with local content is found. Secondly, the researcher has not found any literature which specifically addresses issues on computer troubleshooting skill need of secretaries in relation to accomplishment of office task in public Parastatals in Ebonyi State. Therefore, this study is being carried out to fill the gap created by paucity of literature in the area of extent secretaries' competence in computer troubleshooting influence accomplishment of office tasks in government Parastatals in Ebonyi State

Purpose of the Study

The main purpose of this study is to determine the extent secretaries' competence in computer troubleshooting influence accomplishment of office tasks in government Parastatals in Ebonyi State. Specifically the study sought to determine:

(1) The extent of secretaries' competence in identifying computer fault influences accomplishment of office tasks in Government Parastatals in Ebonyi State.
(2) The extent of secretaries' competence in fixing computer fault influences accomplishment of office tasks in Government Parastatals in Ebonyi State.
(3) The extent of secretaries' competence in computer troubleshooting influences official data delivery in Government Parastatals in Ebonyi State.
(4) The extent influence of competence in computer troubleshooting influences recording and retrieval of official data in Government Parastatals in Ebonyi State.

Research Questions

Four research questions were formulated to guide the study:

(1) To what extent does secretaries' competence in identifying computer fault influence accomplishment of office tasks in Government Parastatals in Ebonyi State?
(2) To what extent does secretaries' competence in fixing computer fault influence accomplishment of office task in Government Parastatals in Ebonyi State?
(3) To what extent does secretaries' competence in computer troubleshooting influence official data delivery in Government Parastatals in Ebonyi State?
(4) To what extent is secretaries' competence in computer troubleshooting influence recording and retrieval of official data in Government Parastatals in Ebonyi State?

METHODS

The study adopted a survey research design, because it elicits information from respondents on their opinion and disposition. The study was carried out in Ebonyi State. Ebonyi State is a part of the South-East Geo-political zone in Nigeria with its capital town in Abakaliki. The population of the study comprised of 86 Secretaries in the Government Parastatals in the Ebonyi State. The entire population was studied because it is of a manageable size. The instrument for data collection for this study was a structured questionnaire developed by the researchers titled: Influence of Secretaries' Competence in Computer Troubleshooting on Accomplishment of Office Task Questionnaire (ISCCTAOTQ) with the insight gained from the review of related literature. It consisted of two sections: A and B. Section A elicits information on respondent's personal data. Sections B contain 23 items that elicit answers relevant to the research questions. The instrument was structured to elicit answers using the four (4) point rating scale. Very Great extent (VGE)- 4, Great Extent – 3, Low Extent (LE) – 2 and Very Low Extent (VLE) -1**.** The instrument was validated by two experts in Business Education Department. Their useful suggestion was incorporated before the final copy was produced. The researcher administered 86 copies of the questionnaire to the respondents with the help of two research assistants who were trained by the researcher in order to enhance the administration and the return rate of the questionnaire from the respondents. Data collected to answer the research questions were analyzed using mean and standard

deviation. A mean score of up to 2.50 and above was regarded as positive, while the mean score below 2.50 was considered negative.

RESULTS

Research Question One: *To what extent does secretaries' competence in identifying computer fault enhance accomplishment of office tasks in Government Parastatals in Ebonyi State?*
Items 1-6 in section B of the research instrument were used to collect data to answer this research question. The data is summarized on Table 1 below

Table 1: Mean Responses on the extent secretaries' competence in identifying computer fault enhance accomplishment of office tasks

S/N	Items	VGE	GE	LE	VLE	$\overline{\text{X}}$	SD	Remarks
1	Competence in identifying computer fault influences personal secretaries' confidence in performing office task.	38	19	16	8	3.07	1.03	Great Extent
2	Secretaries' competence in identifying computer fault influences his disposition in handling computer fault while performing office task.	26	19	14	22	2.60	1.20	Great Extent
3	Secretaries' competence in identifying computer fault influences prospect and position in office data processing.	31	37	5	8	3.12	0.91	Great Extent
4	Secretaries' competence in identifying computer fault influences the safe keeping of official data.	30	22	8	21	2.75	1.21	Great Extent
5	Secretaries' competence in identifying computer fault influences retrieval of official data.	33	16	28	4	2.96	0.98	Great Extent
6	Using common sense in identifying fault influences finding the cause of a computer problem and fixing it, in performance of office task.	18	33	24	6	2.77	0.88	Great Extent
	Grand Mean					**2.87**	**1.04**	**GE**

Table 1 above showed the mean score and standard deviation of the influence of competence in identifying computer fault on performance of office task. From the Table, it was shown that all the six items have mean value that ranges from 2.60 – 3.12. This indicates that the six identified items were adjudged to be at Great extent by the respondents. Furthermore, the table revealed that the respondents agreed that competence in identifying computer fault influences personal secretaries' confidence in performing office task, secretaries' competence in identifying computer fault influences his disposition in handling computer fault while performing office task, secretaries' competence in identifying computer fault influences prospect and position in office data processing, secretaries' competence in identifying computer fault influences the safe keeping of official data, secretaries' competence in identifying computer fault influences retrieval of official data and Using common sense in identifying fault influences finding the cause of a computer problem and fixing it, in performance of office task.

Research Question Two: *To what extent does secretaries' competence in fixing computer fault influence accomplishment of office task in Government Parastatals in Ebonyi State?*

Items 7-12 in section B of the research instrument were used to collect data to answer this research question. The data is summarized on table 2 below

Table 2: Mean Responses on the extent secretaries' competence in fixing computer fault influence accomplishment of office task

S/N	Items	VGE	GE	LE	VLE	$\overline{x}$	SD	Remarks
7	Secretaries Competence in fixing computer fault has effect on personal secretaries' daily routine office task.	41	22	13	5	3.22	0.93	**GE**
8	Secretaries' competence in fixing computer fault has effect on self-reliance in computer data processing.	39	12	25	5	3.04	1.02	**GE**
9	Secretaries' competence in fixing computer fault affects the position of personal secretaries' as an office executive.	30	21	15	15	2.81	1.13	**GE**
10	Secretaries' competence in fixing computer fault influences safe keeping of official data.	37	17	21	6	3.04	1.01	**GE**
11	Secretaries' competence in fixing computer fault influences personal secretaries' cost management in performance of office task.	38	19	18	6	3.09	0.99	**GE**
12	Secretaries' competence in fixing computer fault has effect on personal secretaries' daily routine office task.	35	18	12	16	2.88	1.17	**GE**
	Grand Mean					**3.08**	**1.04**	**GE**

The Data presented in Table 2 has 6 item statements out of which items 7- 12 have the means and standard deviation ranging from 2.81- 3.22 and were adjudged to be at Great extent. The study further shows that the respondents accepted that: Secretaries competence in fixing computer fault has effect on personal secretaries' daily routine office task, secretaries' competence in fixing computer fault has effect on self-reliance in computer data processing, secretaries' competence in fixing computer fault affects the position of personal secretaries' as an office executive, secretaries' competence in fixing computer fault influences safe keeping of official data, secretaries' competence in fixing computer fault influences personal secretaries' cost management in performance of office task and secretaries' competence in fixing computer fault has effect on personal secretaries' daily routine office task. The grand mean scores of 3.37 which has revealed that secretaries' competence in fixing computer fault has influence on performance of office task to a great extent.

Research Question Three: *To what extent does secretaries' competence in computer troubleshooting influence official data delivery in Government Parastatals in Ebonyi State?*

Items 13-17 in section B of the research instrument were used to collect data to answer this research question. The data is summarized on Table 3 below

Table 3: Mean Responses on the extent secretaries' competence in computer troubleshooting influence official data delivery

S/N	Items	VGE	GE	LE	VLE	$\bar{x}$	SD	Remarks
13	Competence in computer troubleshooting plays a major role on cost during data delivery when computer fault occur.	26	19	13	23	2.59	1.21	**GE**
14	Personal secretaries' competence in computer troubleshooting plays a major role on time management during data delivery when computer fault occur.	34	10	17	20	2.71	1.24	**GE**
15	Ability to identify and fix computer fault plays a major role on official data processing and delivery.	26	36	13	6	3.01	0.88	**GE**
16	Personal secretaries' duties in the 21st century include data processing and delivery and could be affected by lack of competence in identifying and fixing computer fault.	36	23	15	7	3.08	0.99	**GE**
17	Competence in computer troubleshooting contributes to confidentiality in official data delivery.	21	29	14	17	2.66	1.08	**GE**
	Grand Mean					**2.81**	**1.08**	**GE**

The Data presented in Table 3 revealed the responses of secretaries on the influence of secretaries' competence in computer troubleshooting on official data delivery. All the five (5) items have their mean values ranged from 2.59 to 3.08. This means that the respondents accepted that competence in computer troubleshooting plays a major role on cost during data delivery when computer fault occur, secretaries' competence in computer troubleshooting plays a major role on time management during data delivery when computer fault occur; ability to identify and fix computer fault plays a major role on official data processing and delivery; secretaries' duties in the 21st century include data processing and delivery and could be affected by lack of competence in identifying and fixing computer fault and competence in computer troubleshooting contributes to confidentiality in official data delivery. The grand mean score of 2.81 indicates that secretaries' competence in computer troubleshooting has influence on official data delivery.

Research Question Four: *To what extent is secretaries' competence in computer troubleshooting influence recording and retrieval of official data in Government Parastatals in Ebonyi State?*

Items 18-23 in section B of the research instrument were used to collect data to answer this research question. The data is summarized on Table 4 below

Table 4: Mean Responses on the extent secretaries' competence in computer troubleshooting influence recording and retrieval of official data

S/N	Items	VGE	GE	LE	VLE	$\bar{x}$	SD	Remarks
18	Competence in computer troubleshooting influences recording of official data, to avoid lost.	34	21	11	15	2.91	1.14	**GE**
19	Competence in computer troubleshooting influences proper recording of official data when faced with computer fault	43	14	18	6	3.16	1.01	**GE**
20	Competence in computer troubleshooting influences ability to maintain a good workable data base system in and office.	32	24	21	4	3.03	0.92	**GE**
21	Competence in computer troubleshooting influences position of personal secretaries' as a result of inability retrieve the task as a result of computer fault.	34	21	16	10	2.97	1.06	**GE**
22	Ability to record and retrieve official data influences secretaries' competence to dictating and fixing computer fault.	20	25	16	20	2.55	1.11	**GE**
23	Competences in computer troubleshooting influences retrieval of important task save on a faulty hard disk on another system	21	35	22	3	2.91	0.82	**GE**
	Grand Mean					**2.92**	**1.01**	**GE**

Result in Table 4 present the results on the ratings of influence of competence in computer troubleshooting on recording and retrieval of official data. According to the results in the Table 4 above, items 18, 19, 20, 21, 22 and 23 received a mean score above 2.50. This implies that the respondents agreed that competence in computer troubleshooting influences recording of official data, to avoid lost, competence in computer troubleshooting influences proper recording of official data when faced with computer fault, competence in computer troubleshooting influences ability to maintain a good workable data base system in and office; competence in computer troubleshooting influences position of personal secretaries' as a result of inability retrieve the task as a result of computer fault; ability to record and retrieve official data influences personal secretaries' competence to dictating and fixing computer fault and competences in computer troubleshooting influences retrieval of important task save on a faulty hard disk on another system.

DISCUSSION

From the analysis of the data generated from this study, in line with specific objective one, research question one, the data collected and analyzed indicated that identifying computer fault influences secretary's performance of office task. Findings further showed that competence in identifying computer fault influences personal secretaries' confidence in performing office task, Secretaries' competence in identifying computer fault influences his disposition in handling computer fault while performing office task, secretaries' competence in identifying computer fault influences prospect and position in office data processing, secretaries' competence in identifying computer fault influences the safe keeping of official data, secretaries' competence in identifying computer fault influences retrieval of official data and using common sense in identifying fault influences finding the cause of a computer problem and fixing it, in performance of office task. This finding showed that identifying computer fault gives personal secretary confidence at work and to carry himself with high esteem at work which will have solved the problems encountered by secretaries as observed by Okoli, (2008) that secretaries encounters the problems of lack of expertise in the use of modern office machines, fear that the new office technology might lead to unemployment, loss of job, redundant at lower cadre and fear of being replaced by computer specialist.

From the data collected and analyzed showed that competence in fixing computer fault influences the performance of office task in the area of safe keeping of official data, retaining secretaries' position as an office executive, time and cost management and confidentiality of personal secretaries in handling official data. The Findings further showed that secretaries competence in fixing computer fault has effect on personal secretaries' daily routine office task, secretaries' competence in fixing computer fault has effect on self-reliance in computer data processing, secretaries' competence in fixing computer fault affects the position of personal secretaries' as an office executive, secretaries' competence in fixing computer fault influences safe keeping of official data, secretaries' competence in fixing computer fault influences secretaries' cost management in performance of office task and Secretaries' competence in fixing computer fault has effect on personal secretaries' daily routine office task. This study is confirmed by Adelani (2009) who stressed that the acquisition of computer and word processing skills would to professionalism in turn affecting the position of personal secretaries' positively. The null hypothesis was tested and rejected, which indicated that competence in fixing computer fault has a significant relationship with performance of office task.

The specific objective three, research questions three from the data collected and analyzed indicated that competence in computer troubleshooting influences official data delivery. The Findings further showed that competence in computer troubleshooting plays a major role on cost during data delivery when computer fault occur, secretaries' competence in computer troubleshooting plays a major role on time management during data delivery when computer fault occur, ability to identify and fix computer fault plays a major role on official data processing and delivery, secretaries' duties in the 21st century include data processing and delivery and could be affected by lack of competence in identifying and fixing computer fault and competence in computer troubleshooting contributes to confidentiality in official data delivery. Ohakwe (2001) argued that secretaries who are not well equipped in term of information and communication technology (ICT) skills competencies required for today and tomorrow's office are sure to be embarrassed as their inadequate skills will render them redundant or even throw them out of job.

The results of the findings showed that competence in computer troubleshooting has influences on recording and retrieval of official data. the stud further shows that the Confidential Secretaries rated agreed that competence in computer troubleshooting influences recording of official data, to avoid lost, competence in computer troubleshooting influences proper recording of official data when faced with computer fault, competence in computer troubleshooting influences ability to maintain a good workable data base system in and office, competence in computer troubleshooting influences position of personal secretaries' as a result of inability retrieve the task as a result of computer fault, Ability to record and retrieve official data influences secretaries' competence to dictating and fixing computer fault and competences in computer troubleshooting influences retrieval of important task save on a faulty hard disk on another system. This implies that with skills of computer troubleshooting secretaries can keep proper record and retrieve the stored data, even when the computer develops some fault. The findings is line with Ntukidem (2005), who postulated that today with the aid of database information can be imputed, accessed, sorted, extracted and stored in variety of ways by the office managers/secretaries. As a result of this, computer has become a good, electronic device, very reliable, save and secure for ICT. According to anonymous (2007) computer troubleshooting has many uses, the most important being making the computer system and software trouble free. In nutshell the data collected and analyzed showed that, cost and time is saved in the area of exposing vital information to the third party and saving cost of involving computer specialist at every slightest fault. Generally the study indicated how computer troubleshooting skill influences performance of office task.

CONCLUSION
Based on the results of this study the researcher concluded that, the absence of competence in computer troubleshooting will render a secretary old fashion, and the possibility of being replaced with computer specialist is high, fear of breakdown and loss of valuable office information in Government Parastatals in Ebonyi state.

Absence of this competence in computer troubleshooting will lead to lack of job satisfaction, hampers confidence in handling of office job, negative influence on the prospect and position of personal secretaries' in office data processing, where office automation is the order of the day in the Government Parastatals in Ebonyi state

Educational Implication of the Study

Inclusion of computer troubleshooting in the secretaries' education curriculum will go a long way in solving the problem of fear of being thrown out, being replaced with computer specialist, loss of job, and redundancy at lower cadre. It is not as if the personal secretary should be impacted with the knowledge to replace computer engineers, but owing to the fact that typewriter have been replaced in the office with computer. The curriculum should include troubleshooting appreciation, to introduce the prospective secretaries' to basic troubleshooting skills.

RECOMMENDATIONS

In line with the findings and conclusion of this study, the following recommendations are made

1. Ebonyi state Government Parastatals should enroll their secretaries into in-service course on the computer troubleshooting to improve their skills in handling modern machine.
2. Secretaries' should adopt the idea of personal study to acquire more knowledge, so as to be able to compete well in the 21st century office. This is owing to the fact that, the skills in fixing computer fault creates self-reliance i.e. not depending on computer specialist to do virtually every minor repairs, also that the position of the personal secretaries' is secured and the confidentiality of the office information is achieved.
3. That the secretarial education curriculum should be updated to include computer troubleshooting. This is because the skill plays a major role on data delivery when computer fault occur, and that the skills whether positive or negatively affect data delivery in the 21st century office system.
4. Government should be organize a workshops or seminars for practicing secretaries' on office machine to improve their ability to maintain a good workable data base system in the office, to aid in better storing and retrieval of office data.

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